AUNTIE SUE AND UNCLE BOB
USED JOB SHACK
THE ORIGINAL DAILY JOB BOOK OF REAL JOBS FOR REAL WORKING PEOPLE
wwwg productions Ltd. - ALL RIGHTS RESERVED 1990-2035 CE
E-BOOK EDITION
PUBLISHED EVERY TUESDAY, WEDNESDAY, THURSDAY & SOME FRIDAY SPECIAL EDITIONS

COOKING UP A NEW FUTURE

The goal of Homegrown is to help people gain marketable skills so they can become employed, attain and maintain housing, and avoid future homelessness. Homegrown operates two programs: the Food Service Training Program and the Cafe Market Training Program.

Food Service Training Program

Through the food service training program, students receive nine weeks of training and hands-on experience to learn skills to work as dishwashers, prep cooks and line cooks in a commercial kitchen. Students learn cooking skills in UMOM's on-site commercial kitchen and prepare daily meals that are served in the dining room to UMOM's residents, as well as food sold in UMOM's social enterprise program, Helpings® Cafe, Market and Catering. Each year, UMOM serves more than 190,000 meals for its residents, and caters hundreds of events, so the students have ample opportunity to hone their skills.

The nine-week training is broken down into three-week modules so that a new group of students can begin the program throughout the year.

Skills obtained include:

- Food Safety & Sanitation
- Dishwashing Operation
- Mise en Place
- Inventory/Stocking
- Skills Assessment
- Knife Skills
- Knife Cuts
- Station Organization
- Cooking Techniques
- Understanding & Reading Recipes
- Culinary Math

After they complete the training, UMOM helps them secure and retain employment in the food service and hospitality industries. The students attend job fairs, receive resume and job search assistance, and participate in mock interviews.

Barista Training Program

UMOM's six-week Barista program teaches customer service, cashiering and technical barista skills. The barista training component utilizes the Starbucks method of drink preparation curriculum. Trainees get hands on experience working in UMOM's social enterprise, Helpings Cafe, Market & Catering.

Skills and training include:

- Intro to Coffee - Safety & Sanitation
- Tools & Equipment - Steaming Dairy
- Starbucks Beverages - Customer Service
- Cashier/POS System - Stocking/Inventory
- Market Training

JOB TRAINING PROGRAMS OFFERED AT UMOM NEW DAY CENTERS

Food Service Training Program

Nine week program to prepare you to work in the food industry as dishwashers, line cooks and prep cooks.

Program participants will receive:

- Uniforms
- Food handler's card
- Certificate of Completion
- Resume showcasing new skills!

Barista Training Program

Six-week program to prepare you to work in cafes and coffee shops as a barista with customer service and money handling skills.

Program participants will receive:

- Uniforms
- Food handler's card
- Certificate of Completion

For more information or to apply, please contact:
Jon Woodgate, Director of Foodservice Training at 602-296-6885

By Jennifer McClellan, The Republic | azcentral.com

Before she became a mother, Roberta Serrano didn't celebrate holidays, even though she was born on one: Halloween 1972.

Her father died when she was a year old. She grew up in California with a drug-addicted mother and a sexually abusive stepfather. She remembers Christmas presents being sold for drug money. Mother's Day would come and go, like any other day.

From 1994 to 2008, after three felony convictions, Serrano was in prison.

Since then, she's been trying to rebuild her life. She got married and had a baby boy. The family was happy for a time, living in a $408-a-month studio apartment in Phoenix.

Then in October, after her husband, Michael Ribera, was laid off and their benefits ran out, the family was evicted. Daniel, their son, was just 1 year old.

For four months, the family spent the days walking around Phoenix. On the good nights, they'd have collected enough money from strangers for a motel. On the bad ones, they'd stay up inside 24-hour stores or sleep in parks.

"What kind of mother are you?" Serrano would ask herself, feeling like "a failure."

In February, she found a room at UMOM New Day Centers, a homeless shelter for up to 82 families in a former Days Inn near Van Buren and 32nd streets in Phoenix.

At the time, the shelter was about two months away from opening a restaurant, Helpings Cafe. Serrano's case manager nominated her as the

first trainee in the cafe's barista program. She was accepted, got the state-required food-handler card and learned how to brew espresso, ring up lattes and balance end-of-day sales. It was the first real job training she'd ever had. Now, she had something to celebrate — not just a line on her resume, but the means to a new life. "This is what's going to prevent me and my family from ever being homeless again," the 41-year-old said.

UMOM, which is celebrating its 50th anniversary, is one of the state's largest homeless shelters. At its Van Buren campus, the residents are families, defined as a child and his or her guardians. In the past fiscal year, 40 percent of residents were 17 or younger.

The non-profit also runs a shelter for basic needs, a shelter for domestic-violence victims and transitional housing for veterans. Substance-abuse treatment, medical care, child care, GED and job training are among the programs offered.

About eight years ago, UMOM started a catering business to give trainees experience in a commercial kitchen. They learn how to prep and cut vegetables, grill meat and bake bread. The salads, sandwiches and sides are then served at business luncheons and religious functions. After their training, graduates are given job opportunities with restaurants that work with UMOM.

"Many of our residents don't have a diploma or GED," said Darlene Newsom, chief executive officer of UMOM. "Many don't have a good employment history. That's work history you can put on a resume. It builds opportunity to get a better job, a job that has a livable wage."

Serving coffee, hope

In 2011, Newsom was named a Piper Fellow. As part of her fellowship, she traveled around the country visiting other shelters with food-service training programs.

In Seattle, she visited FareStart, which had a barista-training program as part of its Catalyst Kitchen initiative. One of its supporters was Starbucks, which provided coffee and products at a discount. That price cut meant a larger profit for Fare-Start to help fund programming.

Newsom brought FareStart's social enterprise model and Starbucks' support back to UMOM. With $50,000 from the Virginia G. Piper Charitable Trust and a $150,000 grant from the JPMorgan Chase Foundation, the Phoenix shelter turned the 1950s-themed diner on its campus into Helpings Cafe.

Baked on-site, muffins come in such flavors as Dutch apple, banana nut and espresso mocha chip. Grilled-chicken salad, antipasto chopped salad, beet and goat-cheese salad, roast-beef and market-vegetable sandwiches are among the lunch options. The drink menu includes the full range of Starbucks offerings, along with soda, tea, juice and milk.

Like FareStart, UMOM reinvests sales proceeds into services. And no sale is too small.

The purchase of a muffin and coffee allows the shelter to buy a child an asthma inhaler. A salad with side and drink buys snacks for a preschool classroom at the on-site day-care center. A dozen muffins provide dinner for a homeless family.

"I think people can get behind food," said Kate Thoene, chief social enterprise officer at UMOM. "This is offering a hand up, not a handout."

Volunteers from around the Valley helped open the cafe. Beth Katz, owner of Katz Design Group, did the interior design. Restaurateur John Cavanagh helped with the concept. Former Intel employee Susan Shaver and volunteers with NOMADS, an outreach ministry of the United Methodist Church, provided skilled labor. Former travel-show host Carrie Simmons was the marketing consultant. Free Arts of Arizona worked with UMOM's homeless youth to paint a sign that hangs in the cafe.

Now residents like Serrano have somewhere to be during the week and something to do that teaches marketable skills and builds confidence.

"If you see Roberta now, she just has this glow," Newsom said. "Her smile, the way she carries herself. She looks at you in the eye, her shoulders are back."

From prison to freedom

It took Serrano a long time to smile. She didn't for most of her life, she said.

As a teen, Serrano was part of a gang. She followed in her mother's path of substance abuse. At 19, she got her first felony conviction and served two years at the California Institution for Women.

In 1994, after convictions for robbery and assault with a deadly weapon, she began the first of 14 years at Central California Women's Facility in Chowchilla.

"I was hurt and angry toward my mom, and I wanted people to hurt like I was hurting," she said.

Nearly 60 percent of women in state prisons say they experienced physical or sexual abuse, according to the Statistics on Women in the Justice System report, released by the federal Bureau of Justice Statistics in January. Serrano fits into that majority.

In the beginning, she carried on behind bars the same as she had outside them. She ran with "homies," acted tough and didn't smile. She can't pinpoint exactly when, but one day Serrano realized she didn't want to die behind bars.

"I talked to God, asked him to forgive," she said.

In 2008, in her mid-30s, Serrano was paroled. She was to live in Texas with her family, who'd moved while she was incarcerated. In the short time she had between being released from prison and reporting for parole in Texas, she met Ribera at a Laundromat in California. He asked her why she didn't smile. She told him she was "a little institutionalized" but that she'd "get over it."

The couple lived in Texas, but it was too hard for Serrano to be around her family. Her stepfather was gone, but

the hurt was not. She was close with her older brother, Daniel, but didn't understand how he could have a relationship with their mother.

In 2011, when she was discharged, Serrano and Ribera moved to Phoenix. They were married at the county courthouse that fall.

"He wakes up singing and makes me laugh every morning," Serrano said. "He's my best friend."

Ribera, 45, also is in the barista program. He's known at Helpings Cafe as "Michael Macchiato," a nickname he says with pride.

The couple are working with employment specialists at UMOM to build resumes and interviewing skills. They have a list of cafes where they plan to apply. And they've begun the process to find transitional housing.

Serrano dreams of the day little Daniel — named after her father and brother — will have his own room.

"I've lived my life, whether good or bad, sad or whatever," Serrano said. "Now, it's about my son."

And today, she will celebrate Mother's Day.

Helpings Cafe at UMOM

DO LUNCH

If you are thinking about going out for lunch today, please consider Helpings.

One lunch provides snacks for a pre-school classroom here at UMOM!

https://www.facebook.com/helpingscafe?fref=nf

CULINARY JOB MARKET OUTLOOK

Going into 2015, we are still in the middle of the largest expansions of the Food Industry here in the Phoenix Metro Area. The old adage of “people got to eat” rings very true and the growth of the industry and the expansion of new venues as more than kept pace with the recovery of the local business community. People love to go out and as the economy continues to improve so will the demand for new and quality venues.

From the mass expansion of the (Hipster embracement) Food Truck Industry’s move to increasing food quality while mixing new ethnic flare as a way to address the culinary demands of the growing numbers of Hipsters seeking the true urban experience all the way over to the next wave of working class, neighborhood, and home cooking venues where you feel welcomed and even if they don’t know your name, the food is good, the food industry is booming.

Here at the Used Job Shack, we are awash in a flood of new jobs and new venues that seem to open (almost) daily across the valley…people got to eat and there still is a shortage of trained people to take up the employment stack.

ARIZONA RESTAURANT INDUSTRY EXPECTED TO LEAD THE NATION IN GROWTH IN 2015

By Tim Gallen –

Arizona's restaurant industry is projected to post the largest growth in sales and jobs in the country this year, according to the National Restaurant Association. The trade group's annual forecast for the industry predicts Arizona's restaurants will post sales growth of 4.9 percent this year to reach gross sales of just under $11 billion this year.

The state also is forecast to post job growth of 15.6 percent over the next decade, which would translate to 41,500 new jobs.

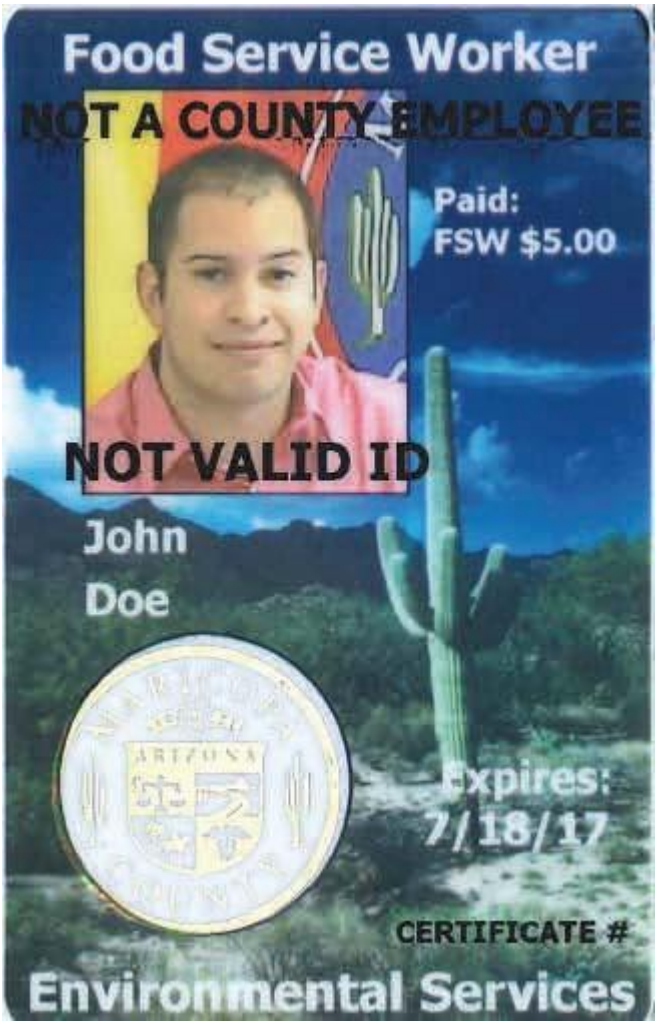
"From the creative local restaurant, to the national chain and everything in between, the dining industry in Arizona continues to flourish with diversity, progress and originality, creating the strongest economic dining environment in the country," said Steve Chucri, president and CEO of the Arizona Restaurant Association.

Nationally, this year marks the 15th straight year restaurant employment growth is expected to outpace overall employment growth. The industry is the second largest private employer in the U.S. with nearly 1 million eateries employing 13.5 million workers, or approximately 10 percent of the country's total workforce. Also, 2014 is the fifth consecutive year of restaurant sales growth despite a sluggish economic climate. Overall, the industry is projected to exceed $683 billion in sales this year, up 3.6 percent from $659 billion last year.

"As our nation continues its road to recovery, the restaurant industry will remain a key driver of economic growth and a leading jobs creator," said Dawn Sweeney, president and CEO of the National Restaurant Association. "Restaurants touch every community across the U.S., and 2014 will be a year of growth and innovation as the industry focuses on inspired new ways to meet consumer demand while providing valuable careers to millions of Americans."

WHAT I NEED TO START…

FOOD HANDLER'S CARD



Food Service Worker Cards are required for any person who handles, prepares, serves, sells or gives away food for human consumption, including those whose duties are restricted to busing or washing dishes. The rule does not apply to workers in facilities that handle food or beverages exclusively in a closed package or container. New workers must obtain their licenses within 30 days.

Two ways to get your Food Service Worker Card:

1.You can visit one of our regional offices to take the computerized Maricopa County State Food Safety sanitation course and test at a kiosk located at Environmental Services (Click here for regional office locations and Food Service Worker Card Program hours)

You will need to bring with you to take the online sanitation course and test:

- Proof of Legal Status/ID
- $8.00 fee for sanitation course and test
- $5.00 fee for card (optional $3.00 for each duplicate card)

2. You can also visit the Maricopa County State Food Safety website at http://maricopa.statefoodsafety.com to take the sanitation course and test. Once you have passed the online test, bring all of the following to a regional office to obtain your Food Service Worker Card:

- State Food Safety Certificate of Completion.
- Proof of Legal Status/ID
- $5.00 fee for card (optional $3.00 for each duplicate or card)

The Food Service Worker Card is valid for a period of three years from the time you passed the test. Re-testing is required after the card has expired. The fee to take the test is $8.00 in office or online. When the test is passed, the fee for the card is $5.00. An original of the card must be kept at the workplace. Those who plan to work at multiple job locations or wish to retain a copy for their own records can request a duplicate of their card for $3.00.

If you have misplaced, lost your card or need a replacement card at any time during the 3 year expiration period, please visit one of our regional office IN PERSON with your Valid ID.
We can only issue cards in person and to the person the card is issued to. We accept cash and credit cards at our five locations.

TIPSTER: The test is not difficult but it is tricky in that it is multiple choice and several answers will be close...even for professionals. Pay attention and know temperature ranges and cross contamination issues. Study the test book and do the sample tests before investing in the test. Great news is that it is now a flat fee instead of pay for every retest.

STUDY GUIDE DOWNLAD FROM HERE:
http://www.maricopa.gov/EnvSvc/EnvHealth/Pdf/Food%20Safety%20Manual%20-%20English.pdf
SAMPLE QUESTIONS FROM HERE:
http://www.maricopa.gov/EnvSvc/EnvHealth/Pdf/Practice%20Questions%20-%20English.pdf

TRY IT FOR YOURSELF

English Practice Questions

1. WHAT ORDER SHOULD YOU USE TO WASH DISHES BY HAND?
a. Rinse, wash, sanitize, and air dry.
b. Sanitize, wash, rinse, pre-scrape and towel dry.
c. Wash, rinse, towel dry and sanitize.
d. Pre-scrape, wash, rinse, sanitize and air dry.

2. FOOD PREPARED AT HOME OR IN AN UNLICENSED KITCHEN ARE:
a. Illegal.
b. Cheaper.
c. Tasty...yum.
d. To be served immediately at 165° F.
e. Answers B and D are correct.

3. WHAT IS A SUBSTITUTE FOR PROPER HAND WASHING?
a. Hand sanitizers.
b. Gloves.
c. Tongs.
d. All of the above.
e. None of the above. There is no substitute for hand washing.

4. WHICH OF THE FOLLOWING ARE POTENTIALLY HAZARDOUS FOODS?
a. Potato chips, bread, crackers.
b. Hamburger, cooked beans, cut melons.
c. Candy bars, mustard, tortillas.
d. Cereal, soda pop and dry pasta.

5. WHERE OR WHEN CAN YOU SMOKE AND EAT IN THE ESTABLISHMENT?
a. You can smoke and eat in any area of the establishment but only when the food is covered and stored.
b. You can never smoke or eat in the kitchen or in areas where food is prepared or stored.
c. You can eat in the kitchen but not smoke.
d. You can eat in the kitchen but only during a break or lunch.
e. Answers C and D are correct.

6. CROSS-CONTAMINATION IS:
a. When germs spread from one place to another.
b. Nothing to be concerned about.
c. When you wipe blood in a cross motion.
d. Protein-rich foods that support the rapid growth of harmful bacteria.

7. POTENTIALLY HAZARDOUS FOODS (TIME/TEMPERATURE CONTROL FOR SAFETY FOODS) ARE:
a. Dry, protein-rich foods that support the rapid growth of bacteria.
b. Dry, fat-rich foods that support the rapid growth of bacteria.

c. Moist, fat-rich foods that support the rapid growth of bacteria.
d. Moist, protein-rich foods that support the rapid growth of bacteria.

8. WHICH OF THE FOLLOWING MUST BE COOKED TO 145° F?
a. Poultry and stuffing.
b. Ground meats and eggs not served immediately.
c. Non-ground meats and seafood.
d. All of above must be cooked to 135º F and kept at that temperature.

9. What must you use to sanitize equipment, tables, and other work surfaces that come into direct contact with food?
a. You must use a wiping cloth that has been soaked in a solution of water and an approved sanitizer at proper concentration.
b. You must use a wiping cloth that has been soaked in a solution of water, soap, and chlorine.
c. It is not necessary to sanitize things that cannot be completely submerged in the dish sink compartments.
d. You must pour liquid chlorine on the equipment at the end of the workday when all of the food is put away.

10. WHICH IS THE CORRECT WAY TO WASH YOUR HANDS?
A. RINSE HANDS WITH HOT, RUNNING WATER AND DRY ON
a paper towel.
b. Wash hands with soap and warm water for at least 60 seconds and dry with a cotton towel.
c. Scrub hands for 10 – 15 seconds with soap and warm water, rinse for 5 -10
seconds for a total of 20 seconds, and dry with a paper towel.
d. Scrub hands in a sanitizer bucket and dry with a cotton towel.

11. WASHING YOUR HANDS THOROUGHLY AND FREQUENTLY IS THE MOST IMPORTANT THING A FOOD SERVICE WORKER CAN DO TO KEEP GERMS OUT OF THE FOOD HE/SHE PREPARES. AS A FOOD SERVICE WORKER, IT IS IMPORTANT THAT YOU WASH YOUR HANDS:
a. After you use the restroom.
b. After you smoke or eat.
c. After handling raw eggs or meat.
d. After touching any part of your part of your body or uniform.
e. All of the above.

12. ANY READY-TO-EAT POTENTIALLY HAZARDOUS FOOD KEPT AT 41° F. AFTER OPENING OR PREPARATION MUST BE THROWN AWAY:
a. The next day
b. No more than seven days.
c. Within 5 days.
d. In two weeks.
e. Time is not important as long as it was cooked to the right temperature.

13. IF ANY CHEMICAL IS TRANSFERRED TO A PLASTIC SPRAY BOTTLE OR A DIFFERENT CONTAINER:
a. You must be careful not to spill any on the floor.
b. The bottle or container should only be filled half way to prevent spillage.
c. The amount needs to be measured to track inventory.
d. You must properly label the container or spray bottle with what it contains.
e. All of above.

14. THERMOMETERS ARE REQUIRED IN KITCHENS TO:
a. Monitor temperatures of food in the refrigerator and freezer, and check hot holding on the steam table and cooking temperatures.
b. Check concentration of sanitizer solution.
c. Check if the temperature of the refrigerator was below 41° F. or above 135° F.
d. All of the above.

15. POTENTIALLY HAZARDOUS FOOD THAT HAS BEEN COOLED NEEDS TO BE REHEATED TO WHAT TEMPERATURE?
a. Reheat to 135° F in a steam table or other hot holding equipment.
b. Reheat to 145° F or hotter.
c. Reheat slowly in the oven to 155° F, stirring at least twice.
d. Reheat quickly to 165° F or hotter.
e. Answers C and D are correct.

16. WHICH IS THE CORRECT WAY TO WASH DISHES, UTENSILS AND EQUIPMENT?
a. Pre-scrape wash, rinse and sanitize; then air dry.
b. Pre-scrape, wash, rinse and air dry them completely with a cotton towel.
c. Pre-scrape, wash, sanitize and rinse; then dry with paper towels.
d. Pre-scrape, wash and rinse, then air dry.

17. A PROPER WAY TO THAW FROZEN CHICKEN IS:
a. Let it thaw at room temperature on the counter.
b. Thaw it in a sink at room temperature.
c. Place it in the refrigerator.
d. Let in thaw in stagnant warm or hot water.
e. None of above.

18. COOKED RICE WAS LEFT IN THE DANGER ZONE OVERNIGHT. WHAT SHOULD YOU DO WITH THE RICE?
a. Throw the rice away; it may not be safe to eat.
b. Reheat the rice to 165° F before it is served.
c. Put the rice immediately in the refrigerator for later use.
d. Smell the rice to see if it is safe to serve.
19. THE BEST WAY TO CONTROL COCKROACHES, MICE, FLIES AND OTHER PESTS IS:
a. Apply pesticide every day.
b. Just sweep the floor.
c. Pour chlorine in the sink drain.
d. To keep the establishment and garbage area clean, and eliminate hiding places and routes of entry.
e. All of above.
20. as you enter the kitchen to start your working day. what should you do before handling food?
a. Start food preparation.
b. Wash hands thoroughly with warm water and soap for at least 20 seconds.
c. Take clean dishes out of the dishwasher.
d. Rinse off hands quickly.
21. WHY ARE ALL FOOD SERVICE WORKERS REQUIRED TO UNDERSTAND AND APPLY FOOD SAFETY KNOWLEDGE?
a. To reduce workplace accidents such as cuts and burns.
b. To reduce the amount of food thrown away due to spoilage.
c. To prevent the spread of illnesses through food.
d. To reduce the number of complaints from customers.
22. WHAT ARE POTENTIALLY HAZARDOUS FOODS?
a. Moist, protein-rich foods that support the rapid growth of bacteria.
b. Moist, fat-rich foods that support the rapid growth of bacteria.
c. Foods that will not be cooked or heated anymore to destroy bacteria.
d. Foods that are very easy to choke on.
23. WHAT ARE THE STEPS FOR PROPER HAND WASHING?
a. Use warm water and soap to wash your hands, rub your hands together for 20 seconds, rinse your hands and dry your hands with a disposable paper towel.
b. Use warm water and soap to wash your hands, rub your hands together for 1 minute, rinse your hands, and dry your hands with a clean cloth.
c. Rinse your hands under warm water for 20 seconds; dry your hands with a disposable paper towel.
d. Dip your hands in a solution of water and chlorine for at least 30 seconds and dry your hands with a disposable paper towel.
24. GERMS CAN BE SPREAD FROM A FOOD SERVICE WORKER. WHICH OF THE FOLLOWING IS THE BEST THING YOU CAN DO AS A FOOD SERVICE WORKER TO PREVENT SPREADING GERMS?
a. Keep the floors and walls clean.
b. Cool down hot foods quickly.
c. Wash hands as often as necessary and do not touch ready-to-eat foods with bare hands.
d. Keep hot foods hot and cold foods cold.
25. A HAND WASHING SINK MUST BE PROPERLY STOCKED AND AVAILABLE SO FOOD SERVICE WORKERS MAY WASH THEIR HANDS. WHAT MUST BE AT HAND WASHING SINKS AT ALL TIMES?
a. Hot and cold running water, soap, and single-use paper towels.
b. Hot running water, nailbrush, paper towels, and hand sanitizer.
c. Hot and cold running water, nailbrush, and single-use paper towels.
d. Hot running water, soap, and hand sanitizer.
26. WHAT SHOULD YOU, AS A FOOD SERVICE WORKER, DO IF A PERSON HAS AN ALLERGIC REACTION IN YOUR FOOD ESTABLISHMENT?
a. Tell your manager and call 911.
b. Call the Health Department, because they know what to do.
c. Ask for a bigger tip.
d. Ask if there is a lawyer in the restaurant.
27. When you wear gloves, you must:
a. Put on new gloves every hour.
b. Still wash your hands.
c. Wash the gloves daily to remove food.
d. Clean your nails daily.
28. WHICH OF THE FOLLOWING ARE ALL EXAMPLES OF READY-TO-EAT FOODS?
a. Raw meats, uncooked rice and uncooked beans.
b. Sandwiches, cut watermelon, bread, cold salads, scrambled eggs and ice.
c. Raw shrimp, dough and pancake batter.
d. Raw chicken, frozen pizza and frozen fries.
29. IF YOU HAVE A RUNNY NOSE AND A SORE THROAT, THE BEST THING TO DO IS:
a. Take some medicine before going to work.
b. Go to work but only handle food while wearing gloves.
c. Go to work only if you feel good.

d. Stay home as you may potentially get people sick.

30. WHY ARE SOME FOODS, SUCH AS CHICKEN AND COOKED RICE, CALLED POTENTIALLY HAZARDOUS FOODS?

a. The foods might have chemicals that can make people sick.
b. The foods let bacteria grow when stored at unsafe temperatures.
c. The foods are not from approved sources.
d. The foods are not nutritious if cooked the wrong way.

31. WHERE OR WHEN CAN YOU SMOKE AND EAT IN THE KITCHEN OR SERVICE AREA?

a. You can smoke and eat in any area of the establishment but only when the food is covered and stored.
b. You can never smoke or eat in the kitchen or in areas where food is prepared or stored.
c. You can eat in the kitchen but you cannot smoke.
d. You can eat in the kitchen but only during a break or lunch.

32. HOW SHOULD YOU WASH DISHES BY HAND?

a. Pre-scrape off the leftover food, wash with soap and hot water, rinse with hot water, sanitize for 30 seconds and air dry.
b. Pre-scrape off the leftover food, rinse with hot water, wash with soap and hot water, sanitize for 30 seconds and air dry.
c. Pre-scrape off the leftover food, wash with soap and hot water, sanitize for 30 seconds, air dry.
d. Pre-scrape off the leftover food, wash with soap and hot water, rinse with hot water, air dry, and sanitize for 30 seconds.
e. None of the above are correct.

33. WHEN MUST YOU WASH YOUR HANDS?

a. At least every 30 minutes.
b. When your supervisor tells you.
c. When the customers can see your hands.
d. Each time your hands or gloves become contaminated.

34. WHAT SHOULD YOU DO IF THE GLOVES YOU ARE USING TO HANDLE FOOD BECOME CONTAMINATED?

a. Remove the gloves, store them in a clean place, wash your hands, and put the same gloves back on.
b. Remove the gloves, throw the gloves away, and put on new gloves.
c. Remove the gloves, throw the gloves away, wash your hands, and put on new gloves.
d. Remove the gloves, handle the food with your bare hands but only if they are clean, and put the gloves back on when you have time.

35. ARE YOU ALLOWED TO WORK IN THE KITCHEN IF YOU HAVE A CONTAGIOUS ILLNESS?

a. Yes.
b. It depends on the type of contagious illness you have.
c. Never.
d. Only if no one can tell if you are sick.

36. WHAT IS THE DIFFERENCE BETWEEN WASHING AND SANITIZING?

a. There is no difference.
b. Washing makes things look clean and sanitizing make them smell good.
c. Washing removes contamination and sanitizing whitens.
d. Washing removes contamination and sanitizing destroys microorganisms.

37. WHAT ARE THE STEPS FOR WASHING DISHES BY HAND?

a. Pre-scrape the excess food, wash with soap and hot water, rinse with hot water, sanitize, and air dry.
b. Pre-scrape the excess food, rinse with hot water, wash with soap and hot water, sanitize and air dry.
c. Pre-scrape the excess food, wash with soap and hot water, sanitize, and air dry.
d. Pre-scrape the excess food, wash with soap and hot water, rinse with hot water, air dry, and sanitize.

38. WHAT IS THE PROPER CONCENTRATION FOR A CHLORINE SOLUTION USED TO SANITIZE FOOD CONTACT SURFACES?

a. You must use a capful of chlorine for every gallon of water.
b. The concentration chlorine is not important.
c. The concentration must be between 50 and 100 parts per million, which can be measured with a chlorine paper test strip.
d. The concentration must be at 200 parts per million, which can be measured with a chlorine paper test strip.

39. WHAT IS THE PROPER MINIMUM TEMPERATURE FOR COOKING SEAFOOD?

a. 135° F
b. 140° F
c. 145° F
d. 155° F
e. 165° F

40. WHAT IS THE CORRECT PROCEDURE FOR REHEATING FOOD?
a. The food should be quickly reheated to a minimum temperature of 165° F before placing it in the steam table.
b. First the food must reach room temperature and then it can be reheated to 165° F within 2 hours.
c. If the food will be held in a steam table, it can be reheated to any temperature.
d. Reheating procedures are not important as long as the food is handled properly beforehand.
41. WHICH OF THE FOLLOWING IS A WAY TO PREVENT CROSS-CONTAMINATION?
a. Sanitizing utensils and equipment weekly.
b. Changing gloves every hour.
c. Storing chemicals 6 inches above the floor.
d. Storing raw meat, fish and poultry or eggs separate and on the lowest shelves of the refrigerator.
42. BARE HAND CONTACT IS NOT ALLOWED WHEN HANDLING:
a. The garbage
b. Food crates
c. Ready-to-eat foods
d. Spoiled foods
43. WHICH OF THE FOLLOWING MUST BE COOKED TO A MINIMUM OF 165° F?
a. Poultry.
b. Ground meats.
c. Beef and pork
d. Seafood
e. Answers C and D are correct.

44. RAW EGGS FOR IMMEDIATE SERVICE MUST BE COOKED TO WHAT TEMPERATURE?
a. Greater than 135° F.
b. Greater than 145° F.
c. Greater than 70° F.
d. Greater than 100° F.
45. WHAT ORDER SHOULD YOU USE TO MANUALLY WASH DISHES?
a. Rinse, wash, sanitize, and air dry.
b. Sanitize, wash, rinse, and towel dry.
c. Wash, rinse, towel dry and sanitize.
d. Pre-scrape dishes, wash, rinse, sanitize and air dry.
46. IF YOU SEE COCKROACHES IN YOUR FOOD BUSINESS, YOU SHOULD:
a. Spray "roach killer" around the garbage areas and inside the kitchen to prevent them from coming back.
b. Squash the ones you can see and hope that more won't come back
c. Tell your boss, so he can call a licensed pest control applicator.
d. Buy professional pesticide equipment so you can kill cockroaches as soon as you see them.
47. THE SAFEST WAY TO THAW (DEFROST) FOODS IS:
a. In a container at room temperature.
b. In a sink with hot running water.
c. In the sink at room temperature over night.
d. In the refrigerator.
48. WHAT ARE POTENTIALLY HAZARDOUS FOODS?
a. Moist, protein-rich foods that support the rapid growth of bacteria.
b. Moist, fat-rich foods that support the rapid growth of bacteria.
c. Dry, protein-rich foods that support the rapid growth of bacteria.
d. Dry, fat-rich foods that support the rapid growth of bacteria.
49. COLD POTENTIALLY HAZARDOUS FOODS MUST BE HELD AT A MINIMUM OF:
a. 41° F
b. 55° F.
c. 65° F.
d. 70° F.
e. None of above.
50. IF A CUSTOMER TELLS YOU THEY HAVE A FOOD ALLERGY, WHAT SHOULD YOU DO?
a. Refer
b. Review
c. Remember
d. Respond
e. All of the above
51. IF YOU ARE SICK WITH FEVER AND DIARRHEA, YOU SHOULD:
a. Wash your hands extra-long when you get to work.
b. Take medicine and continue to work.
c. Stay home and advise your employer of your illness.
d. Make frequent trips to the restroom.
52. WHILE WORKING IN THE KITCHEN, YOU NOTICED A SPRAY BOTTLE OF GLASS CLEANER AND DEGREASER ON A SHELF ABOVE THE FOOD PREPARATION TABLE. WHAT SHOULD YOU DO?
a. Ask who put the chemicals there.
b. Remove the chemicals and tell your supervisor.
c. Be careful when preparing the food to avoid chemical spill on the food.
d. Leave the chemicals where they are and continue handling food.
e. None of above.

53. SICK FOOD WORKERS MAY HAVE GERMS THAT CAN MAKE CUSTOMERS SICK. IF A FOOD WORKER IS SICK WITH DIARRHEA OR VOMITING, WHAT SHOULD THE FOOD WORKER DO?
a. Prepare food in the back of the kitchen away from customers.
b. Go home or stay away from food and food-contact surfaces.
c. Work with food, but wash hands often and wear gloves.
d. Only wash dishes or equipment.
54. WHAT IS THE BEST WAY TO GET RID OF ROACHES
a. Smash them with your foot or a heavy object.
b. Use a powder pesticide instead of a spray.
c. Leave the lights on all the time, even when the business is closed.
d. Seal areas where the roaches can hide and keep the establishment clean.
55. HAMBURGERS MUST BE COOKED TO WHAT MINIMUM TEMPERATURE?
a. 135º F.
b. 145º F.
c. 155º F.
d. 165º F.
56. FOOD MUST COOL DOWN FROM 135º F TO 70º F WITHIN HOW MANY HOURS?
a. 1 hour.
b. 2 hours.
c. 4 hours.
d. 6 hours.
e. Overnight.
57. WHAT IS THE CORRECT PROCEDURE FOR THAWING FOOD?
a. At room temperature for 2 hours, then 2 more hours in a low temperature oven.
b. In a hot water bath.
c. Inside a refrigerator, in the microwave or under cold running water.
d. In a sink at room temperature if the food is in its original packaging.
58. HOW SHOULD FOOD BE COOKED IN THE MICROWAVE?
a. The food must be stirred at least once during cooking, and then left to stand covered for a minimum of 2 minutes. Check the food with a metal stem thermometer before you serve it to make sure it reached at least 165º F.
b. The food must be stirred at least twice during cooking, and then left to stand uncovered for a minimum of 1 minute. Check the food with a metal stem thermometer before you serve it to make sure it reached at least 135º F.
c. The method for cooking food in the microwave is no different from the methods used for the stove or oven.
d. Food should NEVER be cooked in the microwave. Microwaves are only used for reheating food.
59. READY-TO-EAT FOODS SHOULD NOT BE HANDLED USING:
a. Utensils.
b. Tongs.
c. Scoops.
d. Wax paper.
e. Bare hands.
60. A FOOD WORKER NEEDS TO COOL A PAN OF REFRIED BEANS USING THE SHALLOW PAN METHOD. WHAT SHOULD THE FOOD WORKER DO?
a. Put the hot beans in a shallow layer no more than four inches deep, and refrigerate without a cover.
b. Put the hot beans in the refrigerator with a tight lid to protect them from contamination.
c. Cool the hot beans on the counter for a few hours – so that the food doesn't warm up the refrigerator – and then refrigerate.
d. The beans should be loosely covered with plastic wrap and refrigerated.
61. FOOD MUST COOL DOWN FROM 70º F TO 41º F WITHIN IN HOW MANY HOURS?
a. 1 hour.
b. 2 hours.
c. 4 hours.
d. 6 hours.
62. WHY MUST COOKED POTENTIALLY HAZARDOUS FOODS SUCH AS COOKED VEGETABLES AND FRIED CHICKEN BE KEPT HOT UNTIL SERVED?
a. To finish cooking the food.
b. To make the food taste better.
c. To keep the food moist.
d. To keep the food from getting cold.
e. To keep bacteria from growing in the food.
63. WHEN USING DISPOSABLE GLOVES, HOW OFTEN DO YOU NEED TO CHANGE YOUR GLOVES AND/OR WASH YOUR HANDS?
a. You need to change your gloves often but no need to wash your hands as the gloves protect them.
b. You do not need to change gloves unless the gloves get damaged.
c. You need to wash your hands and put on new gloves whenever the gloves get damaged or contaminated.

d. You need to use hand sanitizer and put on new gloves whenever the gloves get damaged or contaminated.

64. WHAT TYPES OF FOODS SUPPORT RAPID BACTERIAL GROWTH?
a. Frozen lemonade and orange juice.
b. Moist / high protein.
c. Dry cereals.
d. Any food cooked on a Tuesday.

65. WHY MUST POTENTIALLY HAZARDOUS FOODS BE COOKED TO PROPER TEMPERATURES?
a. To make the food smell, look or taste better
b. To lower the acidity of the food.
c. To raise the water activity of the food.
d. To kill the germs that might cause food-borne illness.
e. All of the above.

66. YOU SHOULD NOT GO TO WORK IF YOU ARE SICK WITH WHAT SYMPTOMS?
a. Vomiting
b. Fever
c. Diarrhea
d. All of the above

67. QUICK COOLING OF LEFTOVER FOOD THROUGH THE DANGER ZONE IS REQUIRED FOR FOOD SAFETY. WHY IS IT IMPORTANT TO COOL FOOD QUICKLY?
a. To keep foods from losing nutrients.
b. To keep bacteria from growing rapidly in the food.
c. So the hot food doesn't warm up the refrigerator.
d. So the food is easier to reheat later.

68. WHICH OF THE FOLLOWING MUST BE COOKED TO 165° F?
a. Poultry.
b. Ground meats.
c. Non-ground meats
d. Seafood.
e. Eggs for immediate service.

69. READY-TO-EAT FOOD IS:
a. Food that just got delivered from an approved source.
b. Food that needs to be reheated to 165° F before serving.
c. Moist, protein-rich foods that support the rapid growth of bacteria.
d. Food that will not be cooked or reheated before being served to the customer.

70. WHAT IS THE MINIMUM LENGTH OF TIME THAT DISHES AND UTENSILS NEED TO BE SANITIZED?
a. 10 seconds
b. 30 seconds
c. 1 minute
d. 10 minutes

71. RAW FISH MUST BE COOKED TO WHAT MINIMUM TEMPERATURE?
a. 145° F.
b. 155° F.
c. 165° F.
d. 180° F.

72. YOU ARE RESPONSIBLE FOR CHECKING IN AN ARRIVING FOOD ORDER. PART OF THE ORDER WAS RAW CHICKEN, WHICH DID NOT COME IN REFRIGERATED. WHAT SHOULD YOU DO?
a. Put chicken in the walk-in cooler right away.
b. Put chicken in the freezer.
c. Refuse the chicken and send it back.
d. Put up all the foods and decide later what to do with the raw chicken.

73. SANITIZER MUST BE MADE AND USED CORRECTLY TO WORK PROPERLY. WHICH OF THE FOLLOWING IS THE CORRECT WAY TO MAKE OR USE A SANITIZER?
a. Use test strips to make sure the sanitizer is not too strong or too weak.
b. Mix the right amount of sanitizer with the right amount of water.
c. Change the sanitizer often to make sure it stays clean and fresh.
d. All of the above are correct.

74. WHAT ARE SOME OF THE FOOD CONTACT SURFACES THAT MUST ALWAYS BE WASHED AND SANITIZED?
a. Bathrooms, floors, and walls in the kitchen.
b. Break room, the surface of the griddle, and dining room tables.
c. Cutting boards, knives, utensils, and equipment.
d. Floor of the service area, the outside of equipment and display cases, and counter tops.

75. WHAT IS THE BEST WAY TO CONTROL COCKROACHES, MICE, FLIES AND OTHER PESTS?
a. Keep the business and garbage areas clean and eliminate hiding places and routes of entry.
b. Use cats.
c. Use pesticides often.
d. Keep all food on the counter tops, not on the floor.

76. WHICH OF THE FOLLOWING IS NOT A MAJOR FOOD ALLERGEN?
a. Milk
b. Eggs
c. Fish
d. Strawberries

77. WHY IS TEMPERATURE CONTROL SO IMPORTANT?
a. It is used to kill germs with heat during cooking and to stop their growth by keeping the food hot or cold.
b. It is used to make sure that the food tastes right.
c. It is used to prevent customers from burning themselves by eating food that is too hot.
d. It is used to keep the food business at a comfortable temperature for the workers and customers.
78. GERMS CANNOT GROW OR MULTIPLY RAPIDLY AT WHAT TEMPERATURES?
a. Colder than 41º F and hotter than 135º F.
b. Hotter than 41º F and colder than 135º F.
c. Colder than 135º F and hotter than 41º F.
d. Hotter than 45º F and colder than 165º F.
79. RAW CHICKEN MUST BE COOKED TO WHAT MINIMUM TEMPERATURE?
a. 135º F.
b. 145º F.
c. 155º F.
d. 165º F.
80. WHICH ONE OF THESE FOODS MUST BE COOKED TO AT LEAST 155°F?
a. Vegetables.
b. Chicken and turkey.
c. Hamburger and sausage.
d. Pork chops.
81. WHEN USING ICE TO KEEP FOODS COLD, THE FOOD CONTAINER MUST BE SURROUNDED BY ICE TO THE LEVEL OF THE FOOD. WHICH IS THE BEST WAY TO TELL IF THE FOOD IS STAYING COLD ENOUGH?
a. Lift the containers to see if the ice is melted.
b. Put lids on the food containers.
c. Use a thermometer to check the temperature of the ice.
d. Use a thermometer to check the temperature of the food.
82. WHAT IS THE PROPER WAY TO COOL FOOD?
a. Leave the food at room temperature for 2 hours and then store it in the refrigerator.
b. Always cool the food in the same container in which it was cooked.
c. The methods you use to cool the food are not important so long as the food is reheated to above 165º F.
d. The food should be cooled in uncovered, shallow containers inside the refrigerator.
83. WHEN COOLING FOOD, THE TEMPERATURE OF THE FOOD MUST REACH ___ WITHIN 2 HOURS AND 41º F WITHIN IN 4 HOURS?
a. 70º F
b. 90º F
c. 100º F
d. 110º F
84. WHERE MUST YOU WASH YOUR HANDS?
a. In any sink that is free and accessible.
b. Only in an authorized and designated hand wash sink.
c. In the authorized hand sink or in the dish wash sink if the hand sink is not working or available.
d. In the sanitizer bucket.
85. COLD POTENTIALLY HAZARDOUS FOOD MUST BE MAINTAINED AT WHAT MINIMUM TEMPERATURE?
a. Below 41° F. at all times.
b. Between 41° F. and 135° F at all times.
c. Above 41° F. at all times.
d. 135° F or below
e. At any temperature if the food is packaged and from an approved processor.
86. HOW LONG CAN A READY-TO-EAT POTENTIALLY HAZARDOUS FOOD BE STORED IN THE REFRIGERATOR ONCE IT HAS BEEN OPENED OR PREPARED?
a. For seven days if the food has been maintained below 41° F the entire time.
b. For 10 days but only if the food tastes, smells or looks good.
c. For 14 days if the food has been held below 41° F the entire time.
d. As long as you want as long as the FIFO rule (first in, first out) is applied.
87. WHAT IS THE BEST WAY TO GET RID OF ROACHES?
a. Use a powder pesticide instead of a spray.
b. Leave the lights on all the time, even when the business is closed.
c. Seal areas where the roaches can hide and keep the establishment clean.
d. Smash them with your foot or a heavy object.
88. WHICH OF THE FOLLOWING IS NOT AN ACCEPTABLE WAY TO HANDLE READY-TO-EAT FOODS?
a. Using utensils
b. Using tongs
c. Using wax paper
d. Using bare hands

89. THE BEST WAY TO DESTROY ANY HARMFUL GERMS THAT MAY BE PRESENT IN FOODS IS TO:
a. Add salt to the food.
b. Keep food at room temperature.
c. Cook foods to the right temperature.
d. Keep food above 41° F at all times.

90. HOT, COOKED POTENTIALLY HAZARDOUS FOOD MUST BE MAINTAINED ABOVE WHAT TEMPERATURE?
a. Above 135° F at all times.
b. Between 41° F and 135° F. at all times.
c. Above 41° F at all times.
d. At any temperature if the food is already completely cooked.

91. POTENTIALLY HAZARDOUS FOOD SHOULD NOT BE KEPT IN THE "DANGER ZONE" FOR MORE THAN:
a. 2 hours
b. 4 hours
c. 8 hours
d. 12 hours

92. WHY MUST POTENTIALLY HAZARDOUS FOOD BE KEPT OUT OF DANGER ZONE?
a. To prevent altering the smell and color of the food.
b. To prevent the bacteria from rapidly growing and multiplying.
c. To prevent frozen foods from thawing.
d. Because customers like to eat foods that are either very hot or very cold.

93. WHICH ONE OF THE FOLLOWING MUST BE COOKED TO AT LEAST 165° F?
a. Vegetables
b. Chicken
c. Hamburger
d. Pork chops

94. WHAT IS USUALLY THE RISKIEST STEP IN FOOD PREPARATION?
a. Cooling.
b. Cold holding.
c. Thawing.
d. Hot holding.
e. Reheating.

95. YOU NOTICE YOUR GLOVE IS TORN; WHAT SHOULD YOU DO?
a. Replace the glove.
b. Place a glove over the torn one.
c. Rinse your hand in the three-compartment sink and put on new gloves.
d. Remove your gloves, wash your hands with soap and water for at least 20 seconds
in the hand wash sink and put new gloves on.

96. WHICH OF THE FOLLOWING MUST BE COOKED TO AT LEAST 155° F?
a. Poultry.
b. Ground meats.
c. Beef.
d. Seafood.
e. Pork.

97. WHO IS RESPONSIBLE FOR MAKING SURE FOOD IS SAFE AND WHOLESOME?
a. Food Service Manager
b. Employees
c. Shift Manager
d. All of the above

98. IF YOU HAVE A CUT ON YOUR HAND, YOU MUST:
A. CALL IN SICK.
b. Continue working and hope that the bleeding stops.
c. Stop the bleeding, cover it with a bandage and wear a non-latex glove.
d. Keep your hand elevated so that the bleeding stops.

99. YOU CAN PREVENT FOOD-BORNE ILLNESS BY:
a. Serving foods that are delicious and nutritious.
b. Washing your hands, using gloves and keeping foods at the right temperature.
c. Washing your hands at the beginning and end of your shift.
d. Spraying pesticides on the kitchen floor so pests would not get in the foods.

ANSWERS:

1. D	11. e	21. c	31. b	41. d	51. c	61. c	71. a	81. d	91. b
2. a	12. b	22. a	32. a	42. c	52. b	62. e	72. c	82. d	92. b
3. e	13. d	23. a	33. d	43. a	53. b	63. c	73. d	83. a	93. b
4. b	14. a	24. c	34. c	44. b	54. d	64. b	74. c	84. b	94. a
5. b	15. d	25. a	35. c	45. d	55. c	65. d	75. a	85. a	95. d
6. a	16. a	26. a	36. d	46. c	56. b	66. d	76. d	86. a	96. b
7. d	17. c	27. b	37. a	47. d	57. c	67. b	77. a	87. c	97. d
8. c	18. a	28. b	38. c	48. a	58. a	68. a	78. a	88. d	98. c
9. a	19. d	29. d	39. c	49. a	59. e	69. d	79. d	89. c	99. b
10. c	20. b	30. b	40. a	50. e	60. a	70. b	80. c	90. a	

WELCOME TO THE SERVSAFE® FOOD HANDLER PROGRAM

http://www.servsafe.com/ss/foodhandler/index.aspx
The ServSafe Food Handler Program is a complete solution that delivers consistent food safety training to employees. The program covers five key areas:

- Basic Food Safety
- Personal Hygiene
- Cross-contamination & Allergens
- Time & Temperature
- Cleaning & Sanitation.

ServSafe Food Handler Certificates expire 3 years after the date of the Assessment was successfully passed.

NOTE: NOT COMMONLY REQUIRED BUT, IS A PLUS IN HIGH-END KITCHENS...

==========

10 Things to Consider Before Getting into Culinary

So you want to be a chef. Great -- so does everyone else who watches a little too much Top Chef, Chopped, or Iron Chef.
Especially after another dreary day spent in front of Excel at the office, you get the bug but let's get real -- it's hard to deny the sex appeal. Big, sharp knives, flames, creativity and passion –

CHEFS ARE THE NEW ROCK STARS.

But what aren't they telling you on those slick tours with shiny kitchens or in those fancy brochures that make it seem like a dream come true?
Here's a perspective from the trenches you'll want to consider carefully before you give the finger to the boss and put on your whites and toque...

1. Working in a Restaurant

Cooking at home is a chore for some people, and for others, it's a way to unwind for a couple of hours, especially if you've been sitting all day with little physical activity to break the monotony. Chances are, if you're thinking about going to culinary school, you're part of the latter group. You can't stop daydreaming

about idyllic farmers' markets while stuck in your cubicle and the smell of basil gets you excited. Really excited. That's great.

But allow me to make a suggestion: If you've never worked in a restaurant, try it before you apply to culinary school. It's not as hard as you'd think to get a part-time entry-level job as a prep cook at a small neighborhood joint or even a large chain. It's normal for restaurants to have high turnover, so the good news is, you should be able to land something in no time, as long as you're not picky.

You'll learn things about working in a restaurant that will remain just as much a part of reality when you make it big in some Michelin-starred joint. You'll get to experience the typical, 12-hour shift; the heat of the kitchen on a sweltering summer day; the sheer physical nature of carrying heavy pots filled with gallons of hot soup, used cooking oil, or boiling hot water; taking things in and out of ovens using only flimsy side towels (no floral-printed oven mittens here); cutting or burning yourself on a regular basis; the power of the professional stove (low heat feels like maximum on a lousy home stove); and simply standing all day. If it gets busy enough, you might not even have time to eat, ironically.

After all this, reflect upon whether you feel like you'd make a better customer than a cook. You may realize you like eating at restaurants more than you like cooking in them.

2. Not Every Chef Went to School

If you took my advice and schlepped your way through the bottom ranks at some diner, and you still want to go to culinary school, congratulations. You made it. But what you'll probably find at the end of school is that you learned more useful things in the two months that you were working at that place than in six months at culinary school.

And for that reason, you'll understand why there are some chefs out there who never bothered -- they're perfectly successful without having gone.

Experience filled in most of the blanks for them, but they were willing to start off as dishwashers.

3. The Reality of Working for a Chef

The truth is, traits that would render someone unemployable in other industries are generally considered pluses in the restaurant world. Joining a kitchen is a lot like joining the military (only, theoretically, the food is better). Chefs tend to see things in black and white, dislike long explanations (whether they are correct or not), and are sometimes confrontational, aggressive, and controlling.

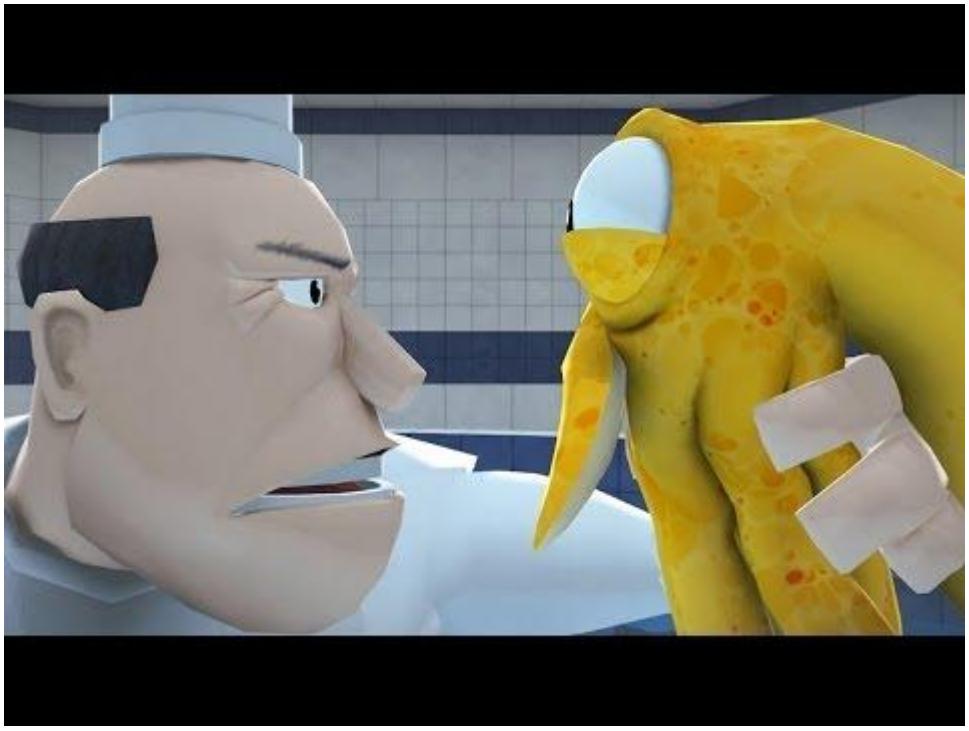
They expect people to read their minds, and whether you realize it or not, no matter what else they're doing, they're always watching you out of the corner of their eye. You won't notice though, until something goes wrong.

And if something does go wrong, punishment comes swiftly and usually involves some combination of humiliation, verbal abuse, and the assignment of a menial task such as crushing 60 heads of garlic.
This is the sort of environment that makes it especially difficult for office people to make the transition because it's the complete opposite of what they know. But these things shouldn't come as a surprise -- it's understandable that the relentless competition, low pay, long hours, and hectic pace would wear on even the hardiest personalities. It's only human to vent one's frustrations. And the nature of the restaurant business requires speed. Which brings me to my next point.

4. Speed is Everything

It all boils down to speed. How quickly can you clean 10 pounds of squid, supreme 14 grapefruits, and reduce five pounds of fennel to itty-bitty, perfectly cut two-millimeter cubes? If your answer is, "by tomorrow," forget it. They'll find someone else who's faster. If you're at all the sensitive, reflective type, don't bother applying. Get out. If you're reasonable and logical, also look elsewhere. Impulsive, hasty, and egotistical move to the front of the line.

5. The Pay



Starting pay in a major metropolitan area is generally between $9 and $12 per hour. Assuming you didn't take out a loan, or have an interest-free loan, how long would it take to make your tuition for culinary school back? Assuming it was roughly $40,000 for six months, and you were working 12-hour shifts, it would take at least four to five years, allowing for very modest living expenses of about $20,000 per year. If you're lucky, you'll get time-and-a-half for anything over 40 hours a week. If not, well, you'll work more than 40 hours a week anyway.

6. Work/Life Balance

There isn't much of one in most cases. It's rare to get two consecutive days off in a row, and you can definitely forget about weekends -- most restaurants get most of their customers at busy dinner services, where complete dining room turnover can range anywhere from three to nine times in one night depending on the nature of the establishment.

Most sane people develop some sort of escape plan as they advance in their career -- a golden parachute if you will. Some chefs choose to teach, allowing them to maintain a more family-friendly nine-to-five schedule. Others choose to go into corporate dining, where weekends off are a norm, benefits are provided (even a 401(k) if lucky), and hours are shorter. And some chefs try to get their books published.

7. Difficulty of the Restaurant Business

If you're in this to get rich and famous, or even just to get on TV, you're probably in it for the wrong reasons. If, however, you're in it because you like food, and perhaps would like to open your own restaurant someday, then I'm sorry. Because the reality is, this is a business.

While the 9-out-of-10 first-year failure rate has been debunked, the 25 percent failure rate that has taken its place should still raise some hairs. And in three years, that rate shoots up to 60 percent. While that's about the same rate that businesses in other industries go south, it's still important to realize that things will go wrong that are "special" to the restaurant business.

Equipment will break down, kitchens will catch fire, roofs will leak, sewage will back up, rats will come, staff will steal, staff will do drugs, staff will get into accidents, staff will leave (not necessarily in that order), suppliers will cheat you, insurance companies will cheat you, food costs will defeat you, customers may sue you (in which case, you'll have to crawl back to that insurance company again), and "the boss" (aka the health department) will show up just when everything seems to finally be going right.

8. Alternatives

It may seem unthinkable at this point, but not everyone who goes to culinary school wants to become a bona fide chef. A culinary degree opens up possibilities in industries in which it may otherwise be difficult to gain a foothold. What sort of alternatives are out there?

Catering is popular among graduates, as is food writing, should you decide to steer clear of professional restaurant kitchens. Some related alternatives are becoming a personal chef, food stylist, or recipe tester.

Certain career paths are definitely more difficult to succeed in than others -- being a personal chef, for instance, is a lot like being a freelance writer -- your income will definitely fluctuate from one week to the next, and networking is crucial.

But whatever you decide to do in the food world afterwards, having a culinary degree shows potential employers that you have a passion for food, and a background knowledge greater than that of most home cooks; believe it or not, that counts for a lot.

9. Flawed Curricula

There's an inherent flaw in the way curricula are designed at most culinary schools today: It's a one-size-fits-all approach. Thus, in a typical class, you'll find everyone from experienced home cooks to 19-year-old whiz kids who started off working in French restaurants when they were 14.

Also, while an accelerated program may appeal to career changers, know this: It's normal to spend only one day on each topic. So if you don't get it the first time around -- tough luck. You'll need to practice on your own at home to keep up. And forget about missing class.

10. Crazy People

Anthony Bourdain's said it a million times over in one form or another, but to summarize, this industry is a magnet for crazy people. It's a crazy industry. It's not just the cooks, either.

Hang around a restaurant, gastropub, bar, and every type of establishment longer than a typical customer would (say, for example, 12 hours a day, five days a week) and you'll start to notice that human beings are really, shall we say, odd creatures, each with their own peccadillos.

For example, there was once a man who ordered a burger at a bar, and who suddenly ran off to the restroom. Did he make it? Not quite. Did he go home? Not quite. He proceeded to have a seat back at the bar and eat his burger as if nothing had happened. "I would have gone home and burned my pants," said one of the cooks working there.

If however, witnessing such appalling acts on a regular basis is your cup of tea, then more power to you.

Some last words...

I'm sure there will be plenty of admissions representatives out there who, upon reading this article, will potentially drop the gorgonzola-stuffed turkey sandwich they're eating into their lap. But there are probably more chef-instructors out there who will appreciate this black and white perspective. Because there's nothing more frustrating to them than trying to teach the home cook who's lost their way and somehow ended up in a professional kitchen. For them, there isn't much recourse, because ultimately, the students are paying customers. So there's nothing they would like more than to have a class of crazy, hardcore, talented pirates, and in their version of a perfect world, everyone would be able to quarter a chicken or fillet a fish flawlessly on their first try. For the rest of us, there's this consolation: You could already be the boss of your own kitchen. The one at home.

==========

STILL WITH US?

WOW! YOU MUST BE SERIOUS!

==========

Most people would have long turned away as this is a career choice that you do out of love rather than the idea that you need to. The work is too great and the pay not worth the pain that you will go through and the chance of being the next famous Chef with a Cooking Channel Show (well maybe not so bad of a chance in getting your own TV Show – it is the cooking channel)...Congrats for Staying!

GETTING YOUR FIRST JOB...

As you are not the next Iron Chef with a recipe blog, a cooking portfolio, TV Show on the Cooking Channel or the big bucks to go to a famous culinary academy, you will need job search differently and ignore a lot of the bad advice you get from people who have never worked in the industry (hint...hint...de Workforce Industry with all their killer resumes and power suit, dressing to impress theories).

Being Fresh Meat in this industry a resume will kill you every time as the normal resume will not have anything on it that ties to the industry...and will painfully point this out and you will be lost in the mire of "why are you here?" and "why do you want to change industries when you have experience in what's on your resume...?"What is wrong with you?" is the silent question that you are trying so hard to overcome...

So forget the resume and realize that most kitchen managers (at places that will actual will hire you) want to look you in the eye before they hire. This is who they want to hire.

- They want to be impressed by how serious you are to want to work especially here in their kitchen.
- They want to see that you know a lot about them, that you took the time to learn the menu, and that you have the "passion" to survive in the reality of a short staffed dinner meal kitchen in panic mode.
- They want you to live close by so they feel comfortable in using and abusing you dedication and that you living in the neighborhood.

- They will like the fact that you want to learn (up to the point that you are there to steal all their recipes and open your own place) a better way to do something.

If you already have a culinary background you are reading the wrong section and bragging about your professional persona will cost you this entry level job because, they will be nervous as to why you aren't working to your potential and thus you become a risk factor. If you are going in for an entry level job it would be better to deny any professional experience and let them think that you are a natural...this technique has always served me well...If you look like a natural you are a greater find, more likely to get hired and will be fast tracking into leadership as you proved that you are a very fast learning...all by playing dumb. Remember, with experience comes responsibility that you should have known better when things go wrong and they hold you to a higher standard(s).

BUT, I STAYED HOME AND TOOK CARE OF MY KIDS...I HAVE NO EXPERIENCE!

Every day someone comes in saying that they don't have any skills; no marketable abilities and no experience because they stayed home and took care of their children. This is the most incorrect statement of 2015 (or any year for that matter) because it is so very far away from being true.
The truth is that they are over qualified for many of the jobs that they (usually because this is what they have years of experience doing) most want to do when starting to look for a position.
In the entry level(s) of this trade, they are actually seasoned professionals not in some made up or clever re-wording of housewife (husband) but in ONET ONLINE (Labor Department) professional job description:

Residential Cook -

35-2013.00 COOKS, PRIVATE HOUSEHOLD

http://www.onetonline.org/find/match/7/35-2013.00?s=cook

35-3041.00 FOOD SERVERS, NONRESTAURANT

http://www.onetonline.org/find/match/13/35-3041.00?s=cook

Here is the final word on what is a professional job and within its 5-6 pages there is a very detailed analysis of what this person does for a living. From this they will be able to see that they have acquired an extensive skill set that will actual qualify them for many different jobs.
It will show you your soft and hard skills; you will find your key words that you need to beat the application system.
ONET ONLINE is a great resource to start with, as you try to assemble an application (resume) because it helps them realize the true extent of their skills and abilities.

Because ONET ONLINE (the Labor Department) classifies this as a professional job and if they know how to showcase these job skills, there are no longer gaps in their work history just because they stayed home.

When properly showcased and illustrated, this is NOT a made up work history and the application/resume is readily accepted by the vast majority of the America's Fortune 500 companies.

HOW DO I USE THIS TO GET AN ENTRY JOB IN COOKING?

The actual experience is not important as the employer is not seeking experience rather they are seeking skills/abilities, motivation and availability. The actual order is:

- AVAILABILITY: Can you work the hours /days that we need? Can you show up every day on time for your shift and that you live close enough that asking you to close won't become a major issue?
- MOTIVATION: Why do you want this specific job and want to work specifically here? What do you know about our company? How much research did you do on who we are, what we do and do you understand what makes us so different than Burger King? Do you get it? Will you fit in? Will you be a team player? Did you take the time to study the menu…major point as the new employee training centers on teaching the menu – the

more the applicant knows already, the less training they will need...BIG SELLING POINT TO GETTING HIRED!

- SKILLS/ABILITIES: Experience at the entry level is a negative and the employer would prefer that you didn't have much of it. What they would like and what would be a big plus is your specific industry related skills that would help you learn your new job quicker. Don't confuse experience with skills. They are completely different dogs and while experience is a dog who can't hunt her at the entry level...the skills dog can (old Southern saying I learned as a kid). If the job is riding a bicycle, do you care where I learned how to ride or are you more concerned with the fact that still I can and then, you need to know how well. This is the key in learning how to get an entry level job.

Availability will get you or lose you an entry level job and the secret here is stay local...the job seeking mantra here is "if I need to worry if I can get home then, the job is too far away" and if you ignore this wisdom, you will fail because you will not be able to get there early enough to keep your job.

ON TIME OR UNEMPLOYED

The Culinary Industry like much of the Service Industry has an over-riding commandment about being on time and ready to work. This is the number one reason why people lose a new job in the first ninety days. You are more likely to get fired for showing up about on time than you would in slapping the Chef. "On Time" means that you need to be already at your work station, ready to start work at 10:00 AM instead of waltzing in the back door at 9:55 AM.
This is you are fired on the spot offence in most kitchens. It is a very tough rule but, you must understand that you are on a team and every team member feeds into what you do or don't do. "One slacker can wack a great kitchen and shut us down because each of us depended upon the other...there are no lone wolves at this level of our industry..." this was how one kitchen manager explained the policy to me.

I SENT OUT 100 RESUMES BUT NO CALLS?

Remember that we told you that the entry level resumes are meaningless and not ever read by anyone who would hire you. Resumes like phone calls will cost you most jobs because it tells the employer you were:

- Too lazy to come over and camp on their doorstep till they have time to let you introduce yourself.

- Unable to come over to introduce yourself – which makes them question if you can't go to apply for the job, then how would you be able to come to work every day?
- Too shy? Bubba, this is a people job (even if you are washing dishes) and if you are too shy to come over and introduce yourself, you would probably hide or run away from customers.
- Too under uninterested in the job or didn't want the job enough to come over and introduce yourself – it is a courtesy issue!

You can send out resumes all day long but if no one wants one, what is the purpose other than to keep yourself busy and document that you were looking for work to keep your unemployment coming in.

The managers don't have more than a passing interest to how well you write (it ain't a part of the job…although good handwriting is in a busy kitchen). They will misinterpret you motivation and resentful that you didn't respect them enough (and thus want the job enough) to show them the respect that they feel that they deserve as the manager of a venue that you claim to want to work for.

The reason for resumes or cold-calling is to tell you way into an opportunity to come over in person – if you can cut the middleman, why wouldn't you by going over a resolving all the issues on this page merely by showing up prepared?

"As I walked out on the streets of Laredo,
As I walked out in Laredo one day,
I spied a young cowboy all wrapped in white linen
Wrapped in white linen as cold as the clay.
I see by your outfit that you are a cowboy;
I see by your outfit you are a cowboy, too;
We see by our outfits that we are both cowboys.
If you get an outfit, you can be a cowboy, too"

- The Smother Brothers 1968

THE SECRET TO BEING THE 'RIGHT FIT' FOR A JOB

BY JENNY YERRICK MARTIN

The very first blog post I wrote for my entertainment career site, Your Industry Insider, was called "The Art of Getting the Part." It was about looking right for the job when you went on interviews, comparing that in-person experience to acting auditions.

"When actors go to casting sessions," I wrote, "everything they do is geared toward convincing the casting director that they are perfect for the part. If they're going in to play a street tough on one of those countless crime dramas on the air these days, they dress down, in leather jacket and jeans maybe, and slump and scowl in the waiting area outside the audition room. For the part of the town slut, the actress struts in wearing a micro-mini and halter top and gives a suggestive sidelong glance at the casting intern with the clipboard."

LOOK THE PART

I suggested that candidates for jobs think about their attire and behavior in job interviews the same way. The casting analogy might sound a little entertainment industry-centric to some of you, but stick with me. Though I have worked in the entertainment industry my entire career, and both hire for the industry and give advice to others on how to get hired in it, my advice applies to any job hunt and actually goes beyond your outward appearance and behavior once you land the interview.

When you are looking for a job, every aspect of every contact you have with a potential employer communicates who you are as a candidate and whether you are right for the opening. Yes, there could be educational requirements for the position, but sometimes they are very broad and, beyond that, there is always the question of "fit." As a hiring executive, I always want to choose someone who is "right" for the job.

So, what does that mean for you as the job candidate?

If you are looking for a receptionist job, think about what the ideal receptionist would be for the places where you are applying. Beyond tailoring your resume to highlight experience the duties of the job, such retail and server jobs, use your cover letter to actually tell a story about you that makes you seem like the perfect candidate.

In your letter, mention that you were voted "most likely to start a conversation with a total stranger" in high school, or that your college debate team coach told you repeatedly that even though you made good arguments for your side in

matches, smiling throughout those arguments was affecting the team's ranking. Tell me that you were always chosen to check VIP alumni in for events at your school because the organizers knew that no matter what the situation, you would handle it tactfully. Even when you had to turn people away, they walked away smiling.

And then, once you are going in for an interview (of course, I'm going to want to have you in for an interview after hearing about your alumni event experience), dress professionally and conscientiously, be friendly and confident, make eye contact, smile, convey ease... You want me picturing you at my company's receptionist desk, in this case, or in a cubicle in the finance department, or sitting outside the marketing executive's office.

As I concluded that first blog post on my site back at the beginning, I'm not saying you have to wear glasses to get the job as the librarian... but it can't hurt.

"Just wanted to get a couple of opinions here"

It seems in these times more and more applicants have these nose rings?

Tongue rings!

Even a bar through the eyebrow.

While this is becoming an accepted way to "express their own image" I find it very difficult to not look twice at these very apparent personality display.

Forget about ability in an applicant, in a business where image is extremely important- what do you think?

From Gina…A Kitchen manager in a mid-size urban restaurant…

I think you may lose a lot of good people if you dismiss them immediately if they come in for an interview wearing piercings. Many times, a kid will come in looking for their first job not realizing that these piercings are a turn off to an employer let alone a customer. Kids are kids; they need to be taught what is socially acceptable in certain business situations. That is why we call them kids. We interview these kids just like we do anyone else who walks through our door looking for a job. If the applicant seems suitable, we offer them the position with

the stipulation that they may not at any time wear these piercings and explain that they may be offensive to our customers. Those that accept this stipulation become members of our staff. And, believe it or not, many of them work out incredibly well.
On the flip side, we once hired a kid who was in the top 10 of her class, nicely groomed and well-spoken who had absolutely no common sense. She didn't know what a corkscrew was and when someone wanted cheese on their tossed salad, she wanted to know how you put melted cheese on it!!!!
Appearances can be very deceiving. That's why you really need to speak with a person before forming any kind of opinion about what kind of employee they would make. - Gina

FROM GEORGE – A Assistant Manager at a large family restaurant

I was serving on Saturday night.....and my one table asked me about the "eyebrow" piercing of our busboy. This particular eyebrow piercing was quite noticeable...had color to it with a design on it. They said "So... what do you think of the eyebrow piercing on your busboy?" I just smiled ..... The way the customer said it ...it was in a manner that I could tell he did NOT like the eyebrow piercing. I didn't comment because I did not want to say anything negative about the busboy...or about our restaurant standards.
I mention the above...because guests DO notice the "out of norm" piercings. How much does that affect a guest returning? I don't know. I suppose it depends on "how gross" it appears to the guest.
Recently I went thru the drive thru of a Long John Silvers. The cashier had tattoos up and down his arms, LARGE SWASTIKA earrings in each ear, and a spike piercing coming out of the bottom of his mouth. I can recall all the "unusualness" about the cashier....but I can't remember what I had ordered. I can remember how it turned me off....even lost my appetite. I have to ask what manager would put him in a cashier position? Was he the only warm body available??
I have to mention that piercings (besides the ear...no hoops) are not supposed to be allowed at my restaurant...it's in the employee manual.
Management (up to now) has chosen to ignore the employee manual. A new GM just started on Saturday...I'm anxious to see if he plans on enforcing the employee manual rules.
Regarding not hiring someone because they show up to the interview with more than ear piercings....I guess if I were the owner...I'd have to look at the "whole picture" of the interview. I've been working with teens/young adults for over three years.
To some of them...all those piercings and tattoos are the "norm" to them. They see nothing wrong with them. When they get a new tattoo...they've got to show it off to the rest of the staff. If I thought the person would be an asset to the restaurant

they would be told up front that there was a strict dress code...and if employed they would have to follow the dress guidelines...even have them sign a form agreeing that they understand the dress code and will follow it.
If they know what is expected...and the rules are enforced...I don't see a problem. I've dined at many restaurants where I could see that the server had removed their piercings...and they are excellent servers.

HOW DO I APPLY?

Let me tell you a dirty little job seeking secret. Any employer who is asking you to submit an application or wants a resume is in no hurry to hire anyone and they will nitpick every resume/application to death as they are on a grail search for the perfect applicant. This means endless delays, a lack of communication and the threat of restraining orders if you get too pushy. This is a loss to anyone who needs a job rather than those looking for a hobby or a work (retirement) home.

HIGH END VENUES:

(who are only going to hire pros to start with even if they implied otherwise) almost always require a resume, references and your first born as the price of admission to have the bragging rights that you worked for a famous chef. They will ask star questions (tell about a time) and you had better know your stuff as this is a onetime shot at your 15 minutes of culinary fame.

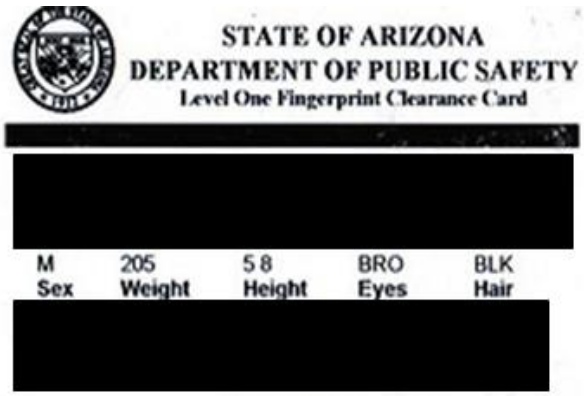
HOSPITALS/SCHOOL/PRISONS/NURSING HOMES:

Are going to require that you do an application (usually online) and you are going to get one shot at beating the system and creating the gatekeeper to get your application selected. Those who read the UJS will understand the way to do this…we have been educating you for three years. If not go pull up old issues of the UJS at their website and look for "Rule #4."

http://www.slideshare.net/fredgwest1999/documents

Most of these locations are going to require security background checks and if you are going to work around kids or families, you will need the ability to get an AZ Fingerprint Clearance Card (within 30-60 days of employment). We suggest that if you do not already have one, do not go and get one before you get hired. They cost a lot of money and take time to get – both things you can ill afford to lose and many times, a company will pay for you to get one.

AZ FINGERPRINT CLEARANCE CARDS…


STATE OF ARIZONA
DEPARTMENT OF PUBLIC SAFETY
Level One Fingerprint Clearance Card
[redacted]
[redacted]
M Sex | 205 Weight | 5 8 Height | BRO Eyes | BLK Hair
[redacted]

Some positions with local hospitals, schools and care facilities will require that you qualify for and/or have an AZ Fingerprint Clearance Card. Never get this card before you get the job offer as it is expensive and will not give you that much of an advantage. Many companies will pay for you to get the card or pay you back if they request that you get one. Save your money…But, know if you qualify for one otherwise you waste time.

WHAT IS THE FEE TO OBTAIN A FINGERPRINT CLEARANCE CARD?

The fee for volunteers is $65 and the fee for all others is $69.

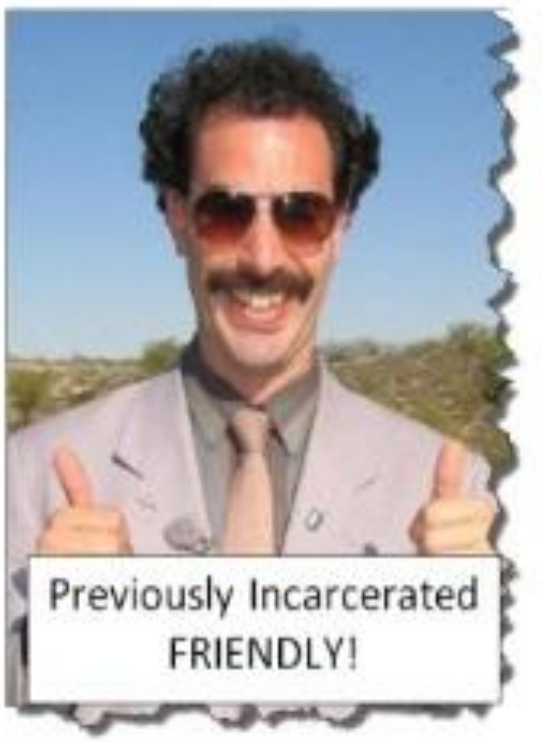
HOW CAN I OBTAIN AN APPLICATION PACKET FOR AN INITIAL OR RENEWAL IVP FINGERPRINT CLEARANCE CARD?

You may obtain an application packet from your employer or you may request a packet directly from DPS by either calling (602) 223-2279 or faxing your request to (602) 223-2947. Office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. CHECK IT OUT HERE: http://www.azdps.gov/Services/Fingerprint/#1

DON'T ASSUME YOU KNOW – CALL AND ASK THEM – WHAT YOU GOT TO LOSE? BETTER TO KNOW THAN REGRET!

WILL THEY HIRE ME?

Many of our Previously Incarcerated Brothers and Sisters continually worry and stress over this issue to the point that they are incapable of applying for anything. The old Urban Legends, misconceptions of "been there...done that and they will not hire me..." or their own insecurity/shame of themselves wills the "they will not hire me..." into reality. The truth is far from the Urban Legends and for every employer there is a different standard.



In the food industry it is fair to say that you get an even break and will find people who are able to understand the difference between "I AM A MURDER!" and "Someone broke into my house..." or "I stole a Big Screen TV" and "I stole to feed my babies..."

The standard rule is generally that if your crime does not relate to the job that you are applying for, they don't care. They will look at the age of the crime and importantly, what you have done since then.

It is fair to say that they are not interested in who you were or in what you did. They are interested in who you are and most importantly, what you bring to the table (skills and ability).

The best advice is to try...imagine...what opportunities you lost by not trying? As the old man use to say: "...the worst thing that they can do is hire ya kid and make you go to work!"

HOTELS & RESORTS

*Do not go to the Human Resources Office first. Go to the department where the job is. Cooks would go to the Food & Beverage Department. Maids would go to the Housekeeping Department and retail clerks should go to the gift shop...ECT...

This is critical! This is a real insider tip in the industry...

Go in and start the following conversation:

"I was in the neighborhood and I REALLY wanted to stop in and introduce myself as I applied online for _____ and I was wondering if anyone would have

time to talk to me about this position and/or any "upcoming" openings that would utilize my skills/abilities/experience in _____?"
This starts a conversation with the actual people who will decide to interview you and/or can hire you.

If they like you, they will walk you over to (or send you over to the HR) and you will see how much nicer they will be to you. This is the surest way to get yourself known by the people who actually will make the decision to hire you. AND YOU KNOW WHAT? You already had your interview! Dig it, dude???

BETTER YET! THIS IS THE BEST METHOD EVER!

Not everyone is bold or they are not a smooth talker that can strike up a conversation at will. Maybe you are shy?
If so, the above may be difficult and you might need a different approach.
This does not mean "stay at home and wait for them to call you" because they won't! Every one of our hires at hotels/resorts was because they had the courage to go over and introduce themselves.
Either way you need to bite the bullet and go over there (accept 11 AM -1 PM) or quit applying for these types of jobs.

IF YOU ARE THE IRON CHEF, THEY WILL CALL YOU BUT OTHERWISE, THEY WON'T.

If you call the HR Office, they will insist that you apply online where their computer will eliminate 90% of the applications and they feel they are too busy to deal with you walking in.
This does work with HR but, don't tell them that we told you!

This works because the vast majority of people will listen to them and will not have the nerve to just show up.

EVERYTHING ELSE:

We cannot over state that this is a people industry and being able to demonstrate how well you work in the work environment as and will always be the bottom line in if you get the job or not. Paper means nothing and how well you communicate over the phone is meaningless as this is not a telemarketing job.

This is a mano-o-mano process where the brashest, most outgoing and daring get the job. Shyness or less that devotion to

this industry makes you a poser and not worth serious consideration.

By not going over to introduce yourself, what message do you send to this employer? You tell the employer that you are not really interested in this particular opening.

The employer may assume that you are not able to come over dues to transportation or daycare issues.

The employer may assume that you are shy and that is a kiss of death in this industry. The employer may assume that you went to work elsewhere or that you are no longer interested.

By going over to introduce yourself you lay most if not all of these concerns to rest and have an opportunity to impress the employer that you cared enough about this job that you would make the time to talk to them. It's a courtesy...it is a matter of respect.

Even an employer in need of staff does NOT need to hire you.

You need to make the case that you deserve consideration based upon your skills, you availability, your motivation and your willingness to invest 10-15 minutes to educate yourself on who they are and what they do.

Study the menus. This is true for every job title. Know what they are known for. Know what their specials are as they will ask you in the interview.

Watch the videos as this is where you learn who they are, how they operate and/or how well you will fit in there. Many places now incorporate the videos into their interviews and will send you home if you have not watched them.

FOR THE BRAINWASHED RESUMERS

We know that if you worked in an office, you might not believe what we tell you about your resume being the kiss of death in getting hired here. It goes against 100 years of workforce teachings and we understanding that is your "security blanket" to which we will never part you from.

OK! Get it! But, at least consider that you need to change it to get a foot-in-the-door in the Culinary Fields.

We will not plead that the kitchen manager will not care how many words you can type or in how many reports that you can file or in how good you are on the phone unless they want you to do their daily reports. More importantly for those who have those evil gaps or have never worked outside the home and whose resume is mostly blank paper; you need to listen to our plead to get over and

make ONET Online your job search BFF! We wanted to show you stay-at-homes how easy it is to use ONET to create a better looking security blankie and have it to take with you…

SIMPLE (POST ONET ONLINE)

RESUME NARRATIVE

(FOR AN ENTRY COOKING JOB)

Here is the stay-at-homer who had no believe that they had neither skill nor abilities to do anything in the world of work. After a very quick edit of the massive details of ONET ONLINE, we have gone from ZERO to eight years of professional experience as a Residential Cook. This is not some made up job or clever rewording of house wife/husband.

THIS IS A REAL JOB DONE BY A REAL PERSON IN A REAL WORK ENVIRONMENT.

The below is a simplistic, assembly of duties that the applicant did as per the US Department of Labor. This would be good for usage in creating a basic; I need a resume today for an entry level or re-entry level job. This will not get you past a company's gatekeeper and thus would be ineffective in applying for any online applications for hotels, stores, resorts or large companies. For these applications take your time to compile enough detail (key words and phrases) to secure your application and you an interview. It is as easy as 1-2-3… Do you have 100+?

2007 - Present **PRIVATE RESIDENTIAL COOK**

Phoenix, Metro Area

- Planned menus according to individual resident needs and diet restrictions.
- Shopped for or ordered food and kitchen supplies and equipment.
- Peeled, washed, trimmed, and cooked vegetables and meats, and baked breads and pastries.
- Prepared meals in according to recipes or resident tastes.
- Stocked, organized, and cleaned kitchens and cooking utensils.
- Specialized in preparing fancy dishes and/or food for special diets.
- Created and explored new cuisines.
- Directed the operation and organization of kitchens and all food-related activities, including the presentation and serving of food.
- Planned and prepared food for parties, holiday meals, luncheons, special functions, and other social events.

CHIPOTLE

WHERE ELSE CAN YOU START WITH NO EXPERIENCE AND BASED UPON YOUR WILLINGNESS TO WORK HARD AND TO LEARN NEW THINGS, CAN YOU WORK YOUR WAY UP TO MAKING $120K/YR?

SOUNDS CRAZY?

A 20 PAGE STUDY GUIDE FOR A JOB THAT REQUIRES NO EXPERIENCE?

CHIPOTLE IS THE BEST CAREER OPTION IN THE USA!

FIND OUT WHY AND HOW TO GET HIRED...FREE OFFER!

STUDY GUIDE

http://www.slideshare.net/fredgwest1999/chipotle-study-guide-2014

The 2014 UPDATED ISSUE

NOTE: Over 25,000 people have used this e-guide!

TIPSTER: This is the best career opportunity that is available. Seriously dudes! Where else can go come in with no experience and have the REAL OPPORTUNITY to earn $130K/YR. based not on seniority but, on how hard you are willing to work, how much you are willing to learn and how flexible you are to the needs of the company...

So much for junk Job...uhhh????

Over 25,000 people have checked it out already...many have been hired!

http://www.slideshare.net/fredgwest1999/chipotle-study-guide-2014

QT Kitchen puts new spin on gas station grub

When you hear "gas station" dining, you probably get images of hot dogs and taquitos rotating around endlessly. They're foods eaten out of drunkenness or desperation because it's 3:30 a.m. and nothing else is open. No sober person ever says at 7 p.m. "I could really go for a weird tube of buffalo chicken right now." There are exceptions, like gas stations with attached fast food restaurants, or the pizza at Casey's, but your quality restaurant dining options are few and far between. But QuikTrip has taken a shot at expanding your choices beyond Funyuns and holiday-specific doughnut holes.

QuikTrips have remodeled with QT Kitchens, which feature made-to-order food and premium drinks.

So you can get an Italian three cheese toasted sandwich, a personal pizza, soft pretzels, flatbreads and kolaches, along with Dairy Queen-esque ice cream treats. The QT Kitchens are manned by dedicated staffers, so you're not waiting for someone to scan in 47 lottery tickets before you get your Philly cheesesteak.

I walked up to the counter and was greeted by a touch screen full of options like a chicken quesadilla, a toasted American bacon cheddar sandwich or a cinnamon sugar pretzel. After some consideration I went with the Spicy BBQ Steak flatbread ($3.99). I wanted to see what gas station steak tasted like.

The sandwich contains chopped steak, cheddar cheese, and crispy jalapenos and is topped with barbecue sauce. The screen gave me the option of adding dipping sauces like icing, marinara and garlic butter. I passed on those, placed my order, was handed a receipt and was told I could pay at the front register and do any other shopping I wanted. I went and got a massive iced tea ($1.29) and a bag of Flaming' Hot Cheetos ($1.49) and made my way up to pay.
By the time I had paid, my sandwich was done. There are no inside seating options, and the outside metal tables were a bit cold for a November day, so I headed back to the office.

So how is a gas station steak sandwich? Not bad. The barbecue sauce was good, the crispy jalapenos added flavor and it maintained its heat on the drive back to work. For $4, it's a pretty good sandwich.

For food made near 5-Hour Energy drinks and thousands of gallons of petroleum, it was pretty satisfying. On a scale of Tacopocalypse to Taco Bell, it's much closer to Taco Bell, but way past the dried-out spinning things you find at most gas stations.

Now QT just needs to add a drive-thru.

A JUNK JOB...WAIT A MINUTE THERE BUBBA!

COURTESY: QUIKTRIP

BUT IF YOU WORK THE CASH REGISTERS AT QUIKTRIP, IT'S AN ENTIRELY DIFFERENT STORY.

The convenience-store and gas-station chain offers entry-level employees an annual salary of around $40,000, plus benefits.
Those high wages didn't stop QuikTrip from prospering in a hostile economic climate. Many employers believe that one of the best ways to raise their profit margin is to cut labor costs.
But companies like QuikTrip, the grocery-store chain Trader Joe's, and Costco Wholesale are proving that the decision to offer low wages is a choice, not an economic necessity.

All three are low-cost retailers, a sector that is traditionally known for relying on part-time, low-paid employees. Yet these companies have all found that the act of valuing workers can pay off in the form of increased sales and productivity.

Can I choose the store I work in?

No. QuikTrip will assign you to the store that has an opening for your position and best meets your abilities and experience. Every effort will be made to assign you to a location that is reasonably close to where you live.

Will I have to work weekends and holidays?

Yes. QuikTrip stores are always open, which means most store team members will work on weekends. All Store Managers and First Assistant Managers are off on weekends. That's the reward for doing your job well and earning promotions.

If your normally scheduled shift falls on a holiday, you will earn time and a half for most holidays worked, with double-time pay for Christmas Eve and Christmas Day.

What is your dress code?

QuikTrip provides free work shirts, and khaki slacks and shorts are available at cost. We're also picky about the appearance of the employees who wait on our customers: no beards, goatees, or visible tattoos, body piercing or tongue posts while on duty at QuikTrip.

What kind of security measures do you have?

Safety is a priority above all other priorities. We take extensive measures to ensure employees and customers enjoy the QT experience with unfaltering confidence.

To begin, new team members receive comprehensive safety and security training. All stores are brightly lit, inside and out, with multiple sophisticated alarms and digital video cameras in place, and specially designed drop safes are accessible only to the armored car service.

For additional safety, check stands are raised, providing employees visibility within the store, and windows are clutter-free, providing open visibility from the store to the fuel pumps and street

The Phoenix Division currently consists of 105 stores; 87 of those are in the Phoenix metropolitan area and 18 are in Tucson.

PAY

Position	Hours/Week	Starting Rate	Weekly Pay	Estimated Annual
Relief / Night Assistant	46	$10.99	$538	$37,100 (includes bonus)
Part-Time Clerk	varies	$8.50	n/a	n/a

APPLY IN PERSON...OR ONLINE...1116 East Broadway Road, Tempe, Arizona 85282 - http://www.quiktrip.com/Jobs/Apply

Relief Assistant Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours
From	Off	3:00 PM	11:00 PM	11:00 PM	Off	6:00 AM	6:30 AM	
To	Off	12:00 AM	8:00 AM	8:00 AM	Off	4:00 PM	3:30 PM	46

Night Assistant Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours
From	11:00 PM	11:00 PM	Off	Off	10:30 PM	10:30 PM	11:00 PM	
To	8:00 AM	8:00 AM	Off	Off	8:00 AM	8:00 AM	8:00 AM	46

Part Time Hours Available/Desired to Work

* indicates a required field."

Be sure the hours you enter are accurate because these hours will be the hours we expect you to work if you are hired.

What is the earliest you can come in and the latest you can stay?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
From	7:00 AM	7:00 AM	7:00 AM	7:00 AM	7:00 AM	7:00 AM	7:00 AM
To	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM
Anytime	☐	☐	☐	☐	☐	☐	☐

* Total number of hours you are available to work:

The following statements describe a realistic situation that will occur. If you are considering working for QT, you should consider the difficult aspects of the job.
Rank each statement using the following scale 1 to 4, Yes/No or choose the provided selection.
1. I couldn't/wouldn't do this.
2. I haven't had this experience before, and am concerned whether I can handle it.
3. I have not had this experience before, but I am not concerned.
4. I've been in this situation before and feel I understand and can handle it well.

Employees are required to work their regularly scheduled shifts. Since QuikTrip stores are always open, these will include shifts during holidays.
1 2 3 4

The job is physically demanding, requiring you to be on your feet up to 10 hours a day
1 2 3 4

Punctuality is a must since Store Team Members rely on you to have the store ready for peak sales periods. All employees are expected to be at work on time. Failure to come to work on time will result in disciplinary action.
1 2 3 4

Since QuikTrip employees work independently, there is not opportunity to eat lunch or dinner off premises. Employees usually can eat during a slow sales period. Anyone working 4 hours or less will not get a lunch or dinner break.
1 2 3 4

QuikTrip prohibits smoking or dipping inside the store. Although employees of legal age may smoke or dip outside the building, opportunities to do so are infrequent due to high sales volumes. Employees are expected to work on outside tasks while smoking or dipping (not around gas pumps), if customer flow allows for a break. IF YOU DO NOT USE TOBACCO PLEASE SELECT 3 FOR YOUR ANSWER
1 2 3 4

QuikTrip has a strict policy on sick time allowed. Employees are allowed 10 sick days and 5 personal days during a rolling 12 month period. Personal days are unpaid and sick days are paid ONLY if you have accrued sick time. Employees missing more than their allowed time off will be subject to disciplinary action.
1 2 3 4

QuikTrip customer service and operating standards are extremely high. Maintaining stores to QT standards means doing repetitive and routine tasks, including some which you may not like, such as: emptying trash, picking up the lot, mopping floors, cleaning rest rooms, sweeping lots, working in walk-in coolers/freezer, sorting cans and bottle returns, etc. All employees are required to complete tasks in the allotted time period.
1 2 3 4

All QuikTrip employees are required to wear only specified uniforms (QT red polo shirt and business khaki slacks or shorts) and must comply with the employee appearance standards. Therefore, beards, tongue posts, gages, visible pierced body parts (except earrings for women) and immoderate hairstyles of questionable taste are not allowed. All body art, including dermal implants, must be covered while at work.
1 2 3 4

Vacation time off is earned. To be eligible for vacation with pay, an employee must have worked full-time for at least six months and is only entitled to the amount of vacation accrued during the last fiscal year (the end of April is QT's fiscal year end). After which time, you may submit a request for approval to take vacation time that has been accrued. Vacations are scheduled by position by seniority. Part-time employees start earning vacation pay after two years.

1 2 3 4

Part-Time Clerks work a varied number of hours. Clerk hours and schedules are under constant adjustment based on transactions and tasks to be performed.

1 2 3 4

Entry-level Relief Assistants work two morning's shifts, two mid-night shifts and one evening shift. 46 hours per week. Entry-level Night Assistants work 5 midnight shifts, with weekdays off. 46 hours per week. If applying for Part-Time Clerk, put 4 as your answer.

1 2 3 4

Staffing of part-time help is dependent on sales. Since the Night Assistant's schedule is the slowest sales period, Night Assistants typically work alone during the night hours. If applying for Part-Time Clerk, put 4 as your answer.

1 2 3 4

If an employee calls in due to illness or for time-off, QT has an Extra Relief program to cover most of these situations. From time-to-time you may be required to work over your scheduled end of shift or work an extra shift if no one else is available to fill the shift.

1 2 3 4

In the event that you are hired to work for QuikTrip, you will be required to successfully complete an Initial Training period and meet QuikTrip high standards. Some trainees do not complete this training. You will receive verbal and written feedback on your performance each day. In the event that it is determined that you will not be able to meet the expectations of your position your employment will be terminated.

1 2 3 4

Are you willing to go out of your way to help a customer if needed? i.e. carry their groceries, help with pumping gas or giving directions?

Yes No

QuikTrip computer system uses fingerprint registration for some functions to log into the system. All store employees are required to use fingerprints to clock in and out, review documents etc.

1 2 3 4

You may have to work with people that range in age from 16 to 60+.

1 2 3 4

Have you ever ran a cash register/given back change? If yes, enter the number of months/years in the comment box.

Yes No

Have you worked in a customer service job? If yes, enter the number of months/years in the comment box.

Yes No

Would you be able to: Run a cash register for extended amounts of time?

Yes No

Would you be able to: Clean Restrooms?

Yes No

Would you be able to: Work in a freezer that is zero degrees or colder?

Yes No

QuikTrip top priority is customer service. Most of our customers are pleasant to deal with. Occasionally, employees will deal with difficult customers who become belligerent, shoplift, are intoxicated, etc. QuikTrip employees must know how to successfully diffuse these situations. Also, QuikTrip unconditionally guarantees to customers all products for 100% refund or exchange.
1 2 3 4
Would you be able to: Clean gas pumps?
Yes No
As an Assistant Manager or Clerk, you will be required to work weekends.
1 2 3 4
Would you be able to: Empty Heavy, dirty Trash cans into a dumpster?
Yes No
I would approve QT running a criminal background check on me (must accept to be employed)
Yes No

I Have been convicted of a crime or pled 'No Contest' to a crime other than a traffic ticket. If YES, please explain in the comment box.
Yes No
I have been caught in a sting operation selling tobacco or alcohol to a minor?
Yes No
What is your primary source of transportation to and from work?
Personal Vehicle Public Transportation
Friend or Relative Other-Add comment

If hired for a Part Time Store position, I understand that I cannot work for other convenience stores or fuel centers and would have 30 days from hire to terminate that position.

If hired for a Full Time Store position, I understand that I cannot work for other convenience stores, fuel centers, or a vendor that services QuikTrip stores and I would have 30 days from hire to terminate that position.

TIPSTER: ANSWER ALL SURVEY QUESTION "4"

Why do you want to work at QT? This is at the end of the application. This is the make or break question. Please don't say because I need a job! If that's your answer, STOP HERE…DO NOT fill out the application or waste your time going over to the corporate office – they will pass on you and/or hurt your feelings. If app stops you and says apply in 6 weeks page back and correct your wrong survey answer until you get the application form.

USED JOB SHACK INSIDER: QT

Part Time Clerk Interview

I applied online. The process took a week

Interview Details: While I went to QuikTrip on day, I saw a sing on their window that stated that they were looking for someone to hire. i was looking for a job, so I decided to apply. What could possibly go wrong, you know? I didn't expect to get a call back, but two days later I got a call from a manager that wanted me to take a simple math test. It was easy, basic arithmetic, make sure that you know how to count change and subtract correctly. You must get a 100% on this. They told me that they'll call me back to set up an interview, and they called back within 2 hours. I went in to take the interview, being confident, but I didn't do well enough to get the job unfortunately.

Interview Questions

- What makes you better than other candidates?

Part Time Clerk Interview

I applied online. The process took a week
Interview Details: Easy Test on Computer. Simple Math equations and ethics test. Interview was easy. If you smile, you're hired. By far the easiest job I've ever applied for. Position offered during first interview. Same with all of my coworkers.
Interview Questions: There weren't any. Just smile. The first week or two is your sink or swim portion. The interview is a formality.

Part Time Clerk Interview

I applied online
Interview Details: Well I don't feel it right to give as many details about the interview process as this asked me to do. You do go and have a simple math test done (it's a major need for when you work at QT), you watch a video about the company, you leave. That's when they give you a call back if they want to interview you. You then go to the corporate office for an interview. You have 2 weeks of training which doesn't ensure you're hired until after you pass training. It's fair, it's hard work but it's very much worth the work.
Interview Questions:

- Why did you leave your last job?
- Are you willing to work without breaks?
- Why work at QuikTrip?

Part Time Clerk Interview

I applied online
Interview Details: The 1st thing I did was that I applied online, after one week I got a call. They told me that I had to go up to their main office in Euless, Texas to take a math test and hopefully get the interview afterwards. I got there, took the math test and the lady in the front office told me that she would check how I did than after 5 minutes she told me I had do a great job and that I had got the interview. So she told me to wait a few moments. I went in to room for my interview. He asked me when I was able to work and because I was almost out for summer from school he asked me how many hours I could work then he asked me the type of clubs or activities I did in school and I told him the things I did. At the end of the interview the guy gave me a coupon and asked for my I.D for a background check. He told me that if I met the requirements for the job I would be called and if I didn't they would send me a letter. The next day I got a call again and they told me I had got the job.
Interview Questions:

- What Makes You The Best Candidate For This Position?

Part-time Clerk Interview

I applied online. The process took a week

Interview Details: I applied online on a Sunday and was called the next day. To be clear, that NEVER happens. Everyone else I spoke with said it took about two weeks before they were contacted. You will be reached at the phone number you provide and an interview date will be set up. You will take a test to see how well you can count change back before your interview and then you will be taken to a room where you will be asked about yourself, strengths and weaknesses, and logistics about which store you will work at.

Interview Questions:

No matter what, in every single interview, you will be asked verbatim, "Why should I hire you?" I felt like this was a make or break question. Give a good reason why they should pick you instead of someone else! Otherwise that other person in the next interview room will and they'll give them the job.

Part-time Clerk Interview

I applied online. The process took 1+ week

Interview Details: Applying online you will be presented with a simple form to fill in your personal information and availability. I got a call within a week for a phone interview. Set up a time to go to the division office. Upon arriving, you are required to watch a video about working at QT, and take a math test. It isn't hard, but if you aren't good with math, don't even bother. Our computers don't tell us the amount of change to give, you have to do it all in your head. After the test, you will wait a few minutes and get a personal interview. If you make it through, you will need to come in the next time they have orientation, mine was on a Monday evening. At this point, so long as your availability isn't changing, and you still want the job, you will at least have the opportunity to go into training. Orientation takes 2-4 hours depending on the size, my group was about 25 people. You will fill out lots of paperwork and order your uniforms. You will be assigned to a training store and have 5 days to learn and prove yourself. If you are getting it, but maybe a little slower, you will get an extra day or two to train. If you make it through (about 75% of people) you will move on to your permanent store. Congratulations, you have just started a journey with an excellent company, and should you desire, will have a long, and fulfilling career ahead of you.

Interview Questions: All questions are pretty much standard..

- Why do you want to work at QT?
- How would you handle a rude customer?
- What skills do you possess that would make you an ideal employee?

- If you witness someone trying to steal what should you do?

Nothing too difficult, I always struggle with the last question though (do you have any questions for me?)

I tend to ask questions as we go during an interview, and always respond with "I know it's not great to not have questions, but I think we covered all of my concerns. I would be happy to address any concerns or reservations you have regarding my fit for this position." And that always seems to work quite well, I highly recommend that line.

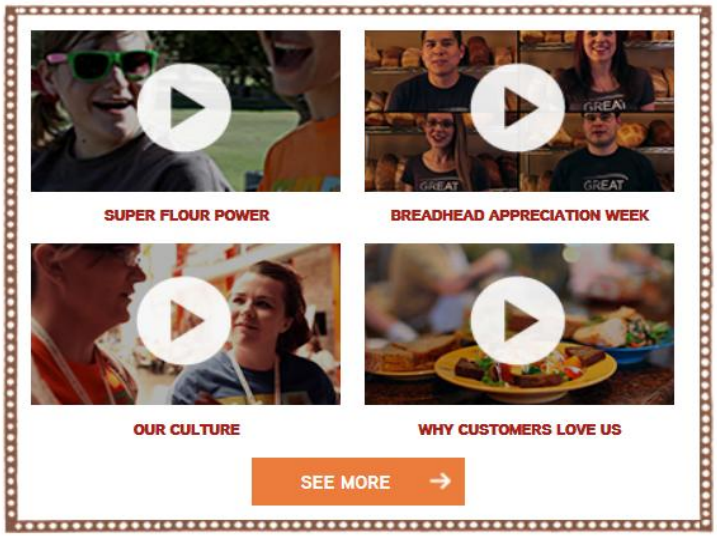
WHAT THE EMPLOYEES SAY:

- "Not for the lazy! That is why they pay us so well!"
- "Good pay, reasonable schedule, bonuses, opportunity for advancement in position in the stores or in management..."
- "Excellent pay, management, benefits, and work environment. They see each employee as an investment, as opposed to an expense..."
- "I am a 17 year old part time clerk and so far I love working at QT, the work is fast paced and busy!"
- "It's a family environment. Work hard play hard. Great room for upward movement. Rewarding experience..."
- Close to home - Part time work at a competitive hourly wage - Teaming environment - Goal driven - Privately Owned..."
- "Its made me a better employee and a more sociable person"

ALWAYS FRESH. MADE FROM SCRATCH.

INTERESTED IN INTERVIEWING?

http://www.wildflowerbread.com/careers/



The Beginning

With over a decade of experience in the Fast Casual bakery business, Louis Basile moved to Phoenix with the dream of starting his own restaurant concept.

In 1996, he founded the Wildflower Bread Company and opened the first location in Scottsdale, Arizona. From the very start, the company aspired to build a reputation as more than just a specialty bakery and coffeehouse.

In order to become a uniquely successful neighborhood restaurant, Wildflower has always focused on its "Three Pillars of Excellence" — Great Food, Outstanding Service and Everyday Affordability.

Our Purpose and Values

Everyone at Wildflower is dedicated to helping change lives for the better, create authentic traditions, build connected communities and feed the soul with passion. We believe this starts with you, and together we make a difference.

==========

TIPSTER: OK...you say that if they will hire a 16 year old then they will hire anyone. Think so? Why aren't you already working there?

Maybe, it has to do with the fact that you are confusing experience with skills and abilities? No matter how much your lazy side tells you to cut-n-paste your construction or warehouse resume into this application; you would do better to go over to ONET and grab a better selection of key words and phrases before you put together this application.

THEN, if you want a killer resume, take the new application info (collected at ONET) and transfer that back into your resume. Bing...Bang...Bong! Yes, Camper, you know have the resume that got the 16 year old the job (*they are taught about ONET in High School...New School approach*)

4290 E Indian School Road

DOWNLOAD OR PRINT OUT MENU TO STUDY ON YOUR WAY OVER:
http://www.paradisebakery.com/images/paradise-menu-btn.gif

THEY WILL ASK YOU ABOUT THIS...DON'T DO YOUR HOMER SIMSON...GIVE THEM AN INTELLIGENT ANSWER NOT "DUH"

Wildflower Bread Company Interview Questions

Interview Experience

Positive	66%
Neutral	16%
Negative	16%

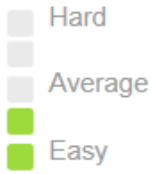
Getting an Interview

In-Person	36%
Applied Online	36%
Employee Referral	13%

More

Interview Difficulty

2.0
Average



Cashier Interview

I applied online. The process took a week

Interview Details: I found their ad on Used Job Bank. I went in to the store. Interviewed with District Manager I believe. He said I would be hired and if I didn't get a call before the weekend was over, and then I was to call him personally. I got his card. I didn't need to call him, Wildflower called me, asking me to bring in my social security card and such. Easy.

Interview Questions:

I was asked what I knew about Wildflower values. I answered fine, as I had reviewed them on their website and a few stuck out to me. The company's values are really important to them, so if you have an interview, don't BS this question. Their values are awesome and apply to everyone both in and out of the work force. Find a few that really speak to you.

Breadhead (for Real, Isn't That Cute?) Interview

I applied in-person. The process took 4+ weeks

Interview Details: We had a booklet that we had to have the other bread heads help fill out for us and had general interview questions, had to have the booklet done within a couple months

Interview Questions:

- What do you dislike the most about working here?

See What Wildflower Bread Company Employees Are Saying

Hard, rewarding work, and great food too

You learn A LOT. How to prepare and store food, the right way to clean, how to make espresso and lemonade. They use the Aloha POS system which is very easy to use. The regulars are very sweet, the employees are funny, and there is a whole bunch of teamwork involved with the job. You can get as many hours as you want, as long as you work hard to get them. CEO and management are all VERY NICE.

Very enjoyable, and fun place to work

The pay isn't that bad and you get steady hours if your willing to put in the full-time work and overtime is great too. You get tips every two weeks, and paid every Saturday.

YOU MUST HAVE A DIRECT CONTACT NUMBER

Which means that you have a phone that you pick up and say "hello" when it rings.
Or that you can return a call in 30 minutes as the employer gives you a window of one hour before calling the next person.
If you don't call back in that time frame, they will assume that you are working elsewhere or that you really were not interested in the job after all. Then, they will call the next person on their list and they will get your job – not because they were more qualified but, because they answered their phone.

==========

COCO'S Bakery Restaurant

2026 North 7th Street, Phoenix, AZ 85006
http://www.cocosbakery.com/locations/
http://www.cocosbakery.com/menu/
VIDEO: http://youtu.be/SzpsqDOV4PU

Are You Craving a Challenging Career?
Are You Hungry for Growth Opportunities?
Are You Looking for Something to Learn?

If you're ready to become part of the Coco's Bakery Restaurant's team, apply for one of the following open positions:

Host/Hostess: Apply here:

https://www.snagajob.com/tms/apply/index/729727/582214/CG57/null/1/2

The first person our guests meet when they enter one of our restaurants. The Host(ess) is responsible for initiating contact and engaging our guests with a warm, friendly welcome. You will need to communicate in a friendly, professional manner as you guide guests to their tables. You may occasionally, perform dining room duties such as taking drink orders, relaying menu specials, and assisting with bussing tables and maintaining a clean restaurant environment. You will also cash out guests after their meal and will need to know of our menu items.

Servers: Apply here:

https://www.snagajob.com/tms/apply/index/729727/582214/CG57/null/1/2

As an integral part of our Front of the House team, Servers are responsible for ensuring every guest's expectations are met in a positive, warm, welcoming manner. Your knowledge of our menu and outstanding people skills will help you interact with our guests as you make food and beverage suggestions to them. Servers will also assists and/or perform duties of hosts (ess) as needed, such as greeting, seating and cashing out guests after their meal; maintaining, stocking and cleaning the server food stations.

Cook: Apply here:

https://www.snagajob.com/tms/apply/index/737914/582214/CG57/null/1/365

The Cooks are the heart of our restaurant. Our Cooks are motivated, result-oriented and committed to providing outstanding food items every day. They are responsible for delivering exceptional customer service by preparing food items consistently and adhering to all our company recipe standards. They also maintain a safe working environment by using proper food handling skills and following food safety guidelines and completing kitchen tasks such as line setup, food preparation, cleanup and breakdown.

Baker: Apply here:

https://www.snagajob.com/tms/apply/index/729936/582214/CG57/null/1/2

Our Bakers are motivated, result-oriented and committed to providing outstanding baked goods to our guests every day. They are responsible for preparing, baking and packaging our signature pies, breads, muffins and pastries that are served daily in our restaurants.

Bus Person/Dishwasher: Apply here:

https://www.snagajob.com/tms/apply/index/729727/582214/CG57/null/1/2

As a Bus Person/Dishwasher, your main role will be to ensure that our servers and kitchen staff have the equipment they need to effectively serve our guests. You must be able to lift and carry light loads, operate various equipment such as the dish machine and occasionally, perform dining room duties such as greeting,

seating, and checking out our guests, taking drink orders, and communicating with our guests. You will need to know our menu items.

OTHER LOCATIONS

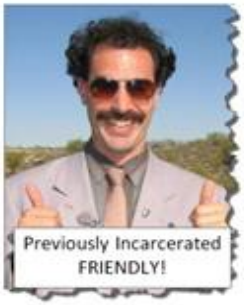
2612 North 75th Avenue, Phoenix, AZ 85035
4514 East Cactus Road, Phoenix, AZ 85032
10243 West Grand Avenue, Sun City, AZ 85351
9801 West Bell Road, Sun City, AZ 85351

TIPSTER:

NOTE: Have you ever been convicted of any crime? ("Conviction" includes a plea, verdict, or finding of guilt, even if sentence was not imposed. You need not disclose (1) any arrest or detention which did not result in a conviction (2) any guilty plea or verdict which resulted in participation in a pre-trial or post-trial diversion program; (3) any conviction which has been sealed, eradicated, expunged or pardoned; (4) any marijuana related conviction more than two years old, or (5) any misdemeanor conviction for which probation has been completed or otherwise discharged.
A criminal record does not necessarily disqualify you from employment; all relevant factors will be considered.)*
Do you have at least 6 months of previous cook experience at a full service restaurant?

IF YOU DO...BRAG ABOUT IT! IT COULD MAKE A DIFFERENCE!

==========



Denny's

A CONVICTION RECORD IS NOT AN AUTOMATIC BAR TO EMPLOYMENT

at just $6.99.
favorites.
NEW! Cranberry Orange Pancakes
Two fluffy pancakes made with real orange juice and cranberries.
NEW! Cranberry Orange Pancakes
NEW! Grilled Ham Steak
NEW! Gingerbread French Toast
Bacon Strips (Two)
Buttermilk Biscuit
Buttermilk Pancakes (Two)
Chicken Sausage Patty (One)
Egg Whites (Two)
Eggs* (Two)
English Muffin
Fruit
Hash Browns
Hearty Wheat Pancakes (Two)
Meal
Sausage Links (Two)
Slices of Toast (Two)
Turkey Bacon Strips (Two)
Vanilla with Milk (Premium item, add 49¢)
Yogurt (Premium item, add 49¢)
Seasonal Fruit (Premium item, add 49¢)
(selection may vary)
SLAM IT UP!
Add additional items for 99¢ each. (Limit 2 items)
NEW! Gingerbread French Toast
A thick slice of gingerbread French toast griddled golden brown and sprinkled with powdered sugar.
NEW! Grilled Ham Steak
A thick slice of tender ham steak grilled to perfection.
Better-For-You Choices
THE FEAST. WITHOUT THE FUSS.
Try them now while they last!
Roast Turkey & Stuffing
Tender sliced turkey breast with savory stuffing, gravy and cranberry sauce. Served with your choice of one side and dinner bread.
NEW! Holiday Turkey Melt

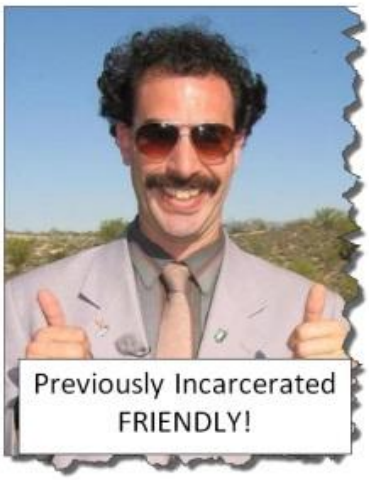
TIPSTER: OK Campers!

The website is for all purposes worthless to you other than to educate yourself on who they are and what they do and what makes them different than IHOP. Otherwise use the website to locate the store closest to you.

REMEMBER to always apply to the local stores first. http://www.dennys.com.

KNOW THE MENU BEFORE YOU GO!

The application online is NOT for a specific location that you will be able to tell. They have numerous jobs posted (like this) and short of applying for each ad, you have no way of knowing that it is the correct venue. On top of that, they tell you that they are not actually hiring but to go out to the specific venue you are interested in to apply. The final reason why you need to heed their advice about applying in person is that actual openings happen to fast to make the website (unless a new venue is opening) and the manager usually draws from a short list of people that they already met and talked with. Apply in person and often.



IMPORTANT:

Do not answer "Yes" to the criminal conviction question below if: (1) the record for the conviction has been judicially ordered sealed, expunged, or statutorily eradicated; or (2) the conviction relates to an offense for which you were referred to, and participated in, any pre-trial or post-trial diversion program; (3) the conviction related to a misdemeanor for which probation has been successfully completed or otherwise discharged and the case has been judicially dismissed; or (4) the conviction is related to a marijuana-related misdemeanor that occurred more than two years ago.

If you are a Hawaii resident, do not answer yes or no to the question below. Simply identify yourself as a Hawaii resident.
Have you ever been convicted of a crime other than a minor traffic violation?
(A CONVICTION RECORD IS NOT AN AUTOMATIC BAR TO EMPLOYMENT.
If you answered "yes" and the issue does not meet any of the criteria listed above, please explain your answer fully below, including the nature of the offense and date of conviction, so that all individual circumstances can be considered.)

Steak 44

44th Street at Camelback
NO CALLS OR EMAILS REGARDING THIS POSITION

Hiring for Hosts and Hostesses

We are looking for candidates with open or flexible availability. Experience in a steakhouse and/or fine dining environment is preferred.
The key here is availability, dependability and that is tied to the two questions of where you live and why you want to work for them?

TIPSTER:

If you are a UMOM CAMPER you live less than 15-20 minutes away on the bus.

HINT: Might want to use the low end of that estimate and start the conversation that

"I live right down the street from you...that even by bus,
I am only about 15 minutes away..."

NOTE: They are an upscale venue with valet parking so, wear clean clothes, have a recent bath/shower (your choice, comb your hair and REALLY be prepared to impress them with how serious you are...This answers the second question pretty well.

MENU: http://steak44.com/Menu.html

There is not much background on their website, so research www.yelp.com to see what the guests say about the place. Here is how you play that.

SEE WHAT THE QUESTS PRAISE AND/OR COMPLAIN ABOUT

This is your talking points on "why you want to work here?" and/or "tell me about yourself." If the guest complain or praise the customer service...I do not come out and say your customer service sucks! Instead, I talk about my total commitment to ensuring that the guest has an enjoyable time, timely and quality service to make them feel welcome and thus return...SEE? Get it?

Five Guys

Address: 50 W. Jefferson, #180,
Phoenix, AZ 85003
Phone: 602.687.7575
Website:
http://www.fiveguys.com/home.aspx

TIPSTER:

Since every Five Guys is a franchise, you have multiple chances to get this right. Even though they are a new kid on the block in the traditional burger wars, they are up and coming into their own as a major player.

It is upon you to research and discover what makes them different than Burger King. They know and will surely ask you when you apply. This is a mano-o-mano job application. There are no corporate or online niceties for the shy or the lazy job seekers.

This is trench warfare of the most basic form, it is dress like you would be going to work, arrive there at a non-busy time (so that they will have time to talk to you) and impress them with how much you want this job by what you know about them and their menu.

It is on you to care the conversation about them (not you) and to keep talking until they hire you or threaten you with a restraining order.

REMEMBER: They are not looking for the Iron Chef (but, if you knew your way around a grill would be nice), they are looking for availably (can you work the hours that they need you) and the motivation that you REALLY want this job.

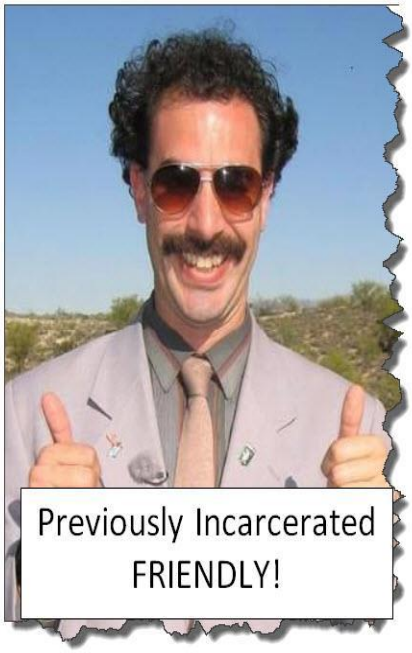
If you have not eaten at a Five Guys, it might be a smart idea to pull up their consumer reviews on www.yelp.com to get a favor of who they are and what makes them different than the other hamburger warriors.
NOTE: Don't call to ask if they are hiring. That is the lazy person's way of not getting hired. Don't send your killer resume and PLEASE no E-Mails.
We had a manager mention to us (not long ago) that if you really want a job, you need to prove it by showing up and impressing them that you do.
By showing up, they get to know you, you can impress them that you are the complete package and that you would have no trouble getting to work, that you are not shy and that you wanted the job enough to make it happen.
This is who they hire (unless it is their cousin).

You have nothing to lose except Unemployment!

NOW HIRING- COME IMPRESS US!

*Please submit your resume/application to the store nearest you**

18 E Camelback Road - Ste 18
1515 N 7th Ave - Ste 140
2415 E Baseline Road - Ste 1171085 W Queen Creek Road - Ste 6
5130 W Baseline Road - Ste 1047919 E Thomas Road - Suite 109
1743 E Camelback Road - Ste A-02,



NOTE: HAVE YOU BEEN CONVICTED OF A FELONY WITHIN THE PAST SEVEN YEARS?
A "YES" answer does not automatically disqualify you from employment with the company.
*If the location you apply to is not the closest to where you live, you will need to start the conversation with the manager as to why you want to work at their location. DO NOT just drop off the application in this case.
You need to have a good reason to be applying there – if not you wasted your time and the manager will just toss your application.

Arizona

Remember, no manner of pleading, promising and swearing that you will be early to work every day will fall on deaf ears if you live more than 5 miles (bus riders) and 10 miles (car drivers).

Nothing personal but, every employer will tell you "Been there, done that" and they don't feel a need to get bitten again.

What does work is where you start the conversation about wanting to move out to that area but "the spouse says we can't until I find a good job...that's why I wanted to introduce myself..." This works.

DOWNLOAD MENU AND STUDY IT BEFORE YOU GO.

http://www.jerseymikes.com/menu/Jersey%20Mikes%20Takeout%20Menu.pdf

TIPSTER: Knowing the menu is the biggest edge you can give yourself over the other applicants. The biggest part of your training (if hired) will be to teach you the menu. So, if you already know the menu, how much training will you need? See the edge?

DOWNLOAD THE APPLICATION HERE:

http://rlrestaurants.com/jerseymikes/JM_Application.doc

Take your time to do the application neatly and correctly as this application will reflect the quality of your work at its best. After you have finished the application, after you have done your homework, studied the menu, put on some clean clothes and hit them either at 10 – 11 AM or 2-4 PM with you're a Game.

TIPSTER: Read the below and you will learn a lot about who they are by what they expect of you. Make sure that you can compile and live with their standards, if not; this is not the right job for you. You got to understand that this might just be a pit-stop job for you but, this is their life and they take it deadly serious and will fire you on the first time you mess up.

We are selecting exceptional people who are willing to embrace our core values. We enjoy working in a high paced, friendly atmosphere. We have very high standards we are required to meet every day. A few of our minimum standards include...

1. No visible tattoos.
2. No smoking in uniform, on the clock, or on the premises.
3. Strict piercing policy allowed while in uniform.

4. Limited neat facial hair.
5. Our uniform must be worn 100% in line with our standards.

WELCOME TO DOWNTOWN! (7TH AVE & MCDOWELL)

Finally, a little area with a few great chains. They also have PARKING! The parking is located on the east or south side of the building. We grabbed Jersey Mike's on a Sunday afternoon and took it home to eat. They are the best subs we have had. They are packed with meat and cheese. Might be little pricier then blimpie, but with it due to the over load of meat! Check out a Jersey Mike's near you! - Darcy

UNIFORM GUIDELINES
FEMALE
Hair must be pulled back and concealed by the hat or visor. No hair may be hanging over face, forehead, or ears.
Approved Logo Hat or Visor
Only one stud earring per ear is permitted. Any other piercings must be removed. For gauges, a flesh-toned gauge is required.
If an undershirt is worn it must be white.
Navy Blue Apron worn over neck with strings tied at the back.
Approved Logo Uniform Shirt with only top button un-buttoned.
Fingernails must be short, clean, and trimmed. No fingernail polish or artificial nails. If polish is worn it must be clear.
Brown or Black Belt (matching shoe color)
Wedding bands are permitted. All other rings must be removed. Watches & bracelets are not permitted.
Clean, Long, Wrinkle Resistant Pants. Shorts are not permitted.
Brown or Black non-slip shoe, or tennis shoe with socks.
SINCE 1934
Jersey Mike's
SUBS
© 2013 Jersey Mike's Franchise Systems, Inc. All Rights Reserved.

UNIFORM GUIDELINES

MALE

Hair must be pulled back and concealed by the hat or visor. No hair may be hanging over face, forehead, or ears.

Approved Logo Hat or Visor

Clean-shaven for every shift. Neatly trimmed goatees and mustaches are acceptable (no more than ¼ inch in length). Side burns must not extend below the ear.

Only one stud earring per ear is permitted. Any other piercings must be removed. For gauges, a flesh-toned gauge is required.

If an undershirt is worn it must be white.

Navy Blue Apron worn over neck, with strings tied at the back.

Approved Logo Uniform Shirt with only top button un-buttoned.

Fingernails must be short, clean and trimmed. Fingernails must be clear.

Brown or Black Belt (matching shoe color)

Wedding bands are permitted. All other rings must be removed. Watches & bracelets are not permitted.

Clean, Long, Wrinkle Resistant Pants. Shorts are not permitted.

Brown or Black non-slip shoe, or tennis shoe with socks.

SINCE 1956 Jersey Mike's SUBS

© 2013 Jersey Mike's Franchise Systems, Inc. All Rights Reserved.

NEW UPDATE: AZ MILLS MALL JOB SEARCH GUIDE - 185 STORES

7,703 views

http://www.slideshare.net/fredgwest1999/3feb-recovered

26 sept 2013: 185 STORES TO FIND A JOB

15,519 views

http://www.slideshare.net/fredgwest1999/26-sept-2013

NEW UPDATE: AZ MILLS MALL JOB SEARCH GUIDE - 185 STORES ... Welcome to Arizona Mills, the state's largest indoor, climate controlled outlet, value and entertainment mall! ...

THERE ARE OVER 20,000 PEOPLE WHO WORK AT THE 185 STORES IN AZ MILLS MALL

At any given time there, 10-15% of these jobs are unfilled or the stores are trying to fill. That means that there are 200-300 openings available on any given time.

==========

www.hmshost.com

CRITICALLY IMPORTANT TIPSTER: Listen up!

THEY NEVER PULL APPLICATIONS FROM THEIR WEBSITE UNLESS YOU ARE THE IRON CHEF AND ARE WILLING TO WORK FOR MINIMUM WAGE; but that doesn't mean that they will hire you even then...they may just want to see what is wrong with you.

You need to bite the bullet on this if you want this job and really "GO OLD SCHOOL" after you apply online, look up their HR Office over at TERMINAL THREE at Sky Harbor Airport, and get yourself spruced up in your best AZ Casual Clothes (Trim any facial hair or shave...they are nice people but, they are old school too) and go over and introduce yourself while asking them to pull your application. If you impress them with your personality, availability and your motivation, they will.

One last thing, UMOM Campers already know this but, if they hire you, it is based upon how you answer one question (both in what you say but, also, in how you say it).

The question ties into motivation for the prep cooks, cashiers, hosts and a combination of motivation tied into you skill set (experience here counts) for the productions cooks and Baristas. You need to go over there with you "A" Game or do not waste the trip!

TIPSTER: You will not see the actual position posted on the website, apply to the closest one available THEN, when you go visit their HR OFFICE at terminal #3...(YOU ARE GOING OVER, RIGHT?) have a list of the positions that you applied for. Tell this way "I was interest in _____ position @ _____but, I am open to other opportunities that might be open or that you feel that I would be a better fit?"

DO NOT...DO NOT REPLY "ANYTHING!"

THAT WILL TAKE YOU FROM A SERIOUS HERO TO ZERO WITH THEM.

Remember if you do not come across as serious about doing a specific job, specifically for them, then they will not do anything for you. By using the above script, you show that you are serious but flexible...I know that it is playing games with words but it is important in how you say this.

TIPSTER: If you have not already been to ONET to properly pad your killer resume with key words, phrases and to insure that you are showing ALL of the skills and abilities you have... Then REALLY do it and reform your resume to include all this...Unless, you got Old Lady Luck riding with you today... If she is...buy some lotto tickets coming back. http://www.onetonline.org/

NOTE: Must be able to pass a felony background check to get the required airport badge. Go here to see what they requirements are – DON'T ASSUME...KNOW!

http://skyharbor.com/about/securitybadging.html

THERE IS A $200 SIGN-ON BONUS FOR ALL COOKS HIRED!*

HMSHost is looking to fill the following positions:

* Third Cooks * Second Cooks * Tournade Cooks

You must apply on-line to be considered for these positions. Go to www.hmshost.com, then select careers, then select search jobs, then select AZ. *We offer a complete benefits package for all fulltime employees that includes health,*

vision, dental, life insurance; vacation, holiday and sick pay; pay increases every 6 months ,free airport parking or a free Valley Metro Pass and many more benefits

*** Subject to cancelation as positions are filled**

THE IMPORTANCE OF GOOD RECIPES AND PREP WORK…

Any good cook will tell you that a successful meal starts with good recipes and proper prep work. Without a good recipe and proper prep work, there is no way to predict how successful your meal will be. This is a key to everything we do in life and is extremely important to your job search.

In job seeking, prep work is commonly referred to "doing your homework" or "Bringing you're A-GAME." Doing your homework is critical to giving you the ingredients that you need to impress the employer with the fact that you are a serious applicant, that you really want a specific job with their company and tells the employer that you are willing to bring a higher level of commitment to the job than would the person who was not will to invest time to help themselves prep for the interview.

Proper prep work in your job search is that you are willing to invest your own time to learn as much about the company as you can. Proper prep involves learning who they are and what they do and (most importantly) what makes them special.

In this market, the first (most important) question they will ask you is "tell me what you know about my company…" Your ability to answer this question and be able to have an intelligent conversation about who they are and what they do, will determine if the employer will take you serious. In fact, many employers tell us that the way you answer this tells them everything they need to know about how successful you will be. Employers tell us that if you were not willing to invest time in helping yourself then, what would you be willing to offer their company? There is truth here! If an applicant shows up not knowing anything about your company or the jobs that you have, only wants to brag about how great they are and how you should feel privileged to interview them or their

biggest selling point is “the lady at Burger King didn’t hire me;” would you hire them? Would you chase them down the street while trying to educate and beg them to take your job?

REAL JOBS FOR REAL PEOPLE

BREAKING NEWS!!!

SSP AMERICA NEW VENUE @ SKY HARBOR

Brand new restaurant, we have immediate openings for all levels of employment. Interviews are being held on a daily basis, so apply today for consideration! We have needs for all hourly employees, front and back of house:

CASHIER –HOST –UTILITY –BUSSER -COOK

SIX MONTHS EXPERIENCE WITH food service environment PREFERRED.

High school diploma preferred.

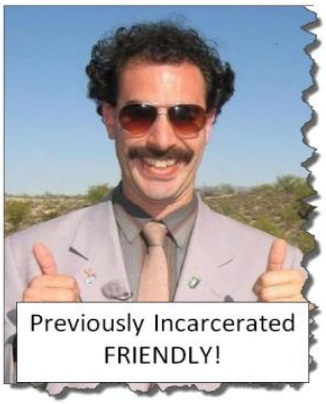
TIPSTER: WALK-IN INTERVIEWS ARE BACK! 1710 E. Grant Street #150.

Best time is about 10 AM and it is a real interview – so go prepared!

100 OPENINGS!

SSP AMERICA TO OPEN NEW VENUE @ SKY HARBOR

Brand new restaurant, we have immediate openings for all levels of employment. Interviews are being held on a daily basis, so apply today for consideration! We have needs for all hourly employees, front and back of house:



IS SSP AMERICA TRULY?

Here in Phoenix, SSP America has two separate operations. One is at Sky Harbor Airport and there is the Homeland Security Badging process. The badging process is complicated.
Some things are acceptable after "X" number of years while other things are never. Many times, even the employers are not sure.

DON'T ASSUME THAT THE ANSWER IS NO.

If the employer is not certain, how can you be? Contact the Sky Harbor Badging Office and make sure. Better to ask and be surprised than to just walk away from a great opportunity to only find out you were wrong.

AVIATION DEPARTMENT SECURITY BADGING OFFICE
SAY CHEESE
In the final steps of the badging process, employees get their picture taken.

http://skyharbor.com/about/securitybadging.html

SSP AMERICA also has a 48,000 sq. ft. cooking facility off the airport at 16th St. and Grant. Since this is not at the airport, different rules and measures are in place. At the Grant Facility, your skills, abilities are the first consideration.
If you have done your job to show them how well you match the skills that they need, you will find that they are much more willing to talk about your past.
They are concerned with who you are and what you bring to the table.
They look at the age, IMPORTANTLY they want to know the circumstances as to what happened, do you have remorse and what have you done to put your life back together. You need to reassure them that you are NO LONG that person and illustrate by what you have done to make yourself different.
Repentant people are unlikely to repeat past mistakes.
They look at how old the offence(s) are (with age and lack of additional charges a good indicator of truth on your part).

BEST ADVICE "BE HONEST...BEING HUMAN!"

If people see you as a human being, then mistakes are expected as is help and assistance.

SSP
The Food
Travel Experts
Our world eats on its feet.
We think on ours.
You know when you're with The Experts
It's people with passion and drive that make the difference at SSP. To build on our reputation as the Food Travel Experts we're seeking team players with skills and personalities who want to be part of an organization that satisfies its clients and customers at every opportunity. We want to know if you have what it takes to join the experts.

We are recognized as The Food Travel Experts

We have the accumulated knowledge, experience and skills within SSP to operate food and beverage brands to the highest standard in travel locations. We deliver the best part of the journey for our customers by providing great food and drink, welcoming environments and exceptional service.

We are customer focused

Being customer focused means that we empathize with our customers' needs, making their satisfaction our priority. We exist to serve our customers first. If you are not serving a customer, you should be serving somebody that is.

We are passionate about food

Great food and drink is one of life's true pleasures. We are passionate about high quality, good value and full flavored food and we appreciate the opportunity to share our passion with our customers. It is this love of food that drives our customers to return to us time and time again.

We find inspiration everywhere

Constant innovation is an essential part of our fast moving business. We are sensitive to our customers' changing needs and find inspiration all around us. We strive to work in a collaborative manner to share, adapt, and develop ideas across the business.

We celebrate our success

We all appreciate being recognized for a job well done, no matter what our position within SSP. By celebrating individual success we recognize the diversity of talent that informs our collective success. It also encourages each of us to go further and enjoy the rewards that come with success.

I can make a difference

Each of us brings with us a wealth of experiences, knowledge and skills that help to deliver the best part the journey. We have the confidence to take the first step when we see a challenge or opportunity and we recognize our individual responsibility to our customers and each other.

At SSP America we are leading the way in 'pioneering' change for the food travel industry.

It is not an easy task, but with an enthusiastic team of people driving for perfection, determination overcomes boundaries and creativity reaps achievements.
Our culture breeds talent and encourages continual progression towards achieving better results. We learn from our successes and mistakes, we encourage and reward informed risk taking, and we love the feeling of triumph.

Passion for Service

Our passion for food starts in the kitchen with our chefs and flows straight out into our dining rooms. We believe that great restaurant experiences are not complete without exceptional service. Going that extra mile is all part of the service and we want our customers to expect it when they dine with us.

Investing in Training & Development

Our training and development programs range from customer satisfaction and orientation through to our comprehensive succession planning and talent management process, focusing on the development of SSP's employees. The following are a few highlights from our many programs:

Guest Service Excellence

Smiles are contagious and genuine service is invaluable, especially in an airport environment where stress is often the norm. These are just a few values taught in our Guest Service Excellence training course that our Food Travel Experts must complete in order to ensure we are delivering a positive, memorable experience.

Pathfinder Program

The Pathfinder Program is designed to give practical tools and techniques that can improve core management skills in key areas such as coaching, delegation and prioritizing. All SSP General Managers must complete Pathfinder and undertake a 90-day 'Real Work Challenge'.

Bespoke Management Training

As part of our drive to provide the best possible learning environment and expertise for our staff, SSP has developed a partnership with leading restaurant and hotel school Rosen College, part of the University of Central Florida in Orlando. Rosen College has the world's fastest growing hospitality program, with 2,200 undergraduate staff, 43 full time faculty members and four different degree programs.

From 2008 to the end of 2013, more than 320 SSP managers worldwide completed the college's industry renowned Multi-Site Management Program, which was carefully tailored to the SSP business. The program focused on core business skills and improved the consistency of our operations, enabling us to attract and retain the very best talent to SSP.

THIS IS A MUST READ…

Pioneering change in the food travel industry - You can view a digital version of the SSP America Corporate Brochure below (requires Flash Player). You can also download a PDF version of the brochure.
http://www.foodtravelexperts.com/america/ssp-download/SSP_America_eBrochure.pdf

O*NET OnLine
A proud partner of the americanjobcenter network

41-2011.00 Cashiers
http://www.onetonline.org/find/match/1/41-2011.00?s=cashier
35-3021.00 Combined Food Preparation and Serving Workers, Fast Food
http://www.onetonline.org/find/match/7/35-3021.00?s=cashier
35-3022.00 Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
http://www.onetonline.org/find/match/8/35-3022.00?s=cashier

35-9031.00 Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop
http://www.onetonline.org/find/match/1/35-9031.00?s=host
35-9021.00 Dishwashers
http://www.onetonline.org/find/match/1/35-9021.00?s=dishwasher

STUDY THE BACKGROUND OF THE COMPANY AND BE PREPARED TO GIVEN AN EXTENSTED ANSWER TO THE QUESTIONS:

- "What do you know about our company?"
- "Why do you want to work for us at the Airport?"

REMEMBER THE TRADITIONAL OF "I NEED A JOB!" JUST DOES NOT HACK IT!

http://www.foodtravelexperts.com/international/page/about/

CHECK THEM OUT AND FIND OUT WHY THEY ARE THE FOOD TRAVEL EXPERTS.
http://www.sspcareers.com/america/your-team-member-career/
MORE INFO ABOUT WHAT THEY HAVE TO OFFER...
TIPSTER: You need to apply in person and bring a cheat sheet to fill out the application. If you are a card carrying UMOM Camper, you have the benefit of picking up the application at the Job Desk or in the fishbowl.

USED JOB SHACK INSIDER STUDY GUIDE...

If you really want a career with this company it is to your benefit to know who they are, what they do, how well they do it and what is their future.
Why should you put in all this extra effort for another interview at another cooking facility? If you don't already know the answer to this...you are in the wrong spot, reading the wrong thing. To humor you...let's go through this again:
A. They have just received an 11 year contract with Sky Harbor.
B. Since they have been here less than 6 months...they are not going anywhere for a long time and that gives you STABILITY!
C. They are young here in the valley but, already, have a rep for promoting from within. Many of the people who went to the initial rounds of interviews (several months back) have already been promoted to leads or supervisors.
D. They offer benefits from day one.
E. They are ONLY one-third full on their staffing.

USED JOB SHACK INSIDER STUDY GUIDE...

DEPENDING UPON POSITION CASHIERING, HOST, OR RETAIL SALES ASSOCIATE:

- Can you operate a POS (point-of-sales) cash register?
- Do you have good cash handling skills?
- How good are you on handling/dealing with complaints?
- Would the airport be an exciting place to work? If so, please explain why.
- Are you a people person? Do you enjoy and work will in a constantly changing setting? Can you work under pressure? Please be able to have an example or two that demonstrated this.
- What does customer service mean to you and how do you make that a part of how you do your job?
- What is your concept of team work and how does this affect your daily work?
- Have an example in how team work made the difference at being successful.

SECURITY:

- Are you able to pass a Homeland Security Background Test? Drug Test?
- Do you have or can assemble a list of places that you have lived and worked for the past ten years?
- Do you already have an AZ Fingerprint Clearance Card? Do you have an AZDPS Security Guard License?

HOW ARE YOU GOING TO DRESS TO APPLY?

Please remember that they are a very large company and that these positions are NOT at their commissary but, at the airport. How well you present yourself is a factor in the decision making to hire you or not.
Dress should be AZ Casual or above. This needs to be “going to work” clothes not “going to the club” or “hanging out at the park” style of fashion.

THIS IS CRITICAL!!!

When you apply you must know if you are applying for a position at the airport or at the cooking facility because the answers you must give them will be very different from one another due to the fact that they are looking for a very specific type of person for each and they do not mix.

AT THE AIRPORT: They need an ubberly friendly, people person who can start up a conversation without hesitation. This is necessary because you are on the service line and deal directly with the public.

AT THE COOKING FACILITY: A person who is chatty is the "kiss of death" at the cooking facility as they will never get any work done.

There are three questions you will be asked and the better prepared you are to answering these questions the quicker you get hired. They do not normally hire on the spot but, they have twice and both times it was a very well prepared UMOM Applicant.

QUESTION 1:

You will be asked this question before you realize that you are being interviewed and is so critical that a wrong answer will seriously end the interview other than for the niceties. The Question is "Tell me what you know about my company?" One of our two direct hires got hired here. He was so prepared that the lady challenged his info and got on the computer to check him out. She was startled and said "I have been with the company for 15 years and I did not know that...WOW!" He was hired on the spot.

If you have read this guide and have done your homework then you will know that the following is important:

A. They have been in business for _____ years and are in ____countries.
B. The have a passion for _____ and a passion for _____.
C. They have a ____ year contract with Sky Harbor.
D. They represent the following venues (restaurants) _____.

==========

TIPSTER: Put this together into starting a conversation with the interviewer instead of reciting mere facts. Here would be the way that we would start:

"I have spent some time on your website and I was very impressed by your company and that you have been in business for...what is it ____years? (Wait for answer) Then I saw you are in... what is it _____ countries? But then I read about your passion for _____ and _____. (Pause for effect) and the more I thought about it, the more I said that is me...that is what I am all about.

This is when I made my mind up to come down to introduce myself."

QUESTION 2:

Half way through the interview they will ask you "Tell me about yourself."
This is where I will remember how ubber they are into team work and will continue with my hidden message of "I am you and you are me..."
Here is what we would say: "The first thing that you need to know about me is that I am a true believer in team work as everywhere that I have worked where we had a good team, there was nothing that we couldn't achieve...In fact, I so believe in the power of team work, that I have tried to start teams at the places (that I worked) that didn't have a team..."
If you have a good story about team work, please insert here in the conversation...

QUESTION 3:

Your answer to this question will depend upon which location you are applying. The answers do not mix. In fact, we had a young fellow give the cook facility answer (perfectly) but, he didn't know that job was at the airport and he was not hired. Remember they are looking for a specific type of person for each location. The question is "Why do you want to work for us (SSP America)?" Please keep reading as your answer here means the difference between getting the job or not.

FOR THE AIRPORT:

Remember ubber people person is needed here. Here your answer is judged by not only what you say but in how you say it. Remember when you were a kid and you discovered Christmas and Ice Cream? Remember that sense of excitement? Combine those and say something to the effect... "Work for you at the AIRPORT...Why wouldn't I? This would be the neatest place to work as I am

such a people person…" Have a couple of stories about how you went out of you way to help people…toss in a passion for _____ and _____…and you are on your way to getting hired.

FOR THE COOKING FACILITY:

You need a totally different person here. They need a person who is series, looking for more than just another job and who sees the potential of growing with a company that has a ____contract with Sky Harbor. Our answer would be "Why do I want to work for you here at the cooking facility? To be truthful, I am tired of dead end, junk jobs…in fact, if I wanted a junk job, I could go get ten of them today. (PAUSE FOR EFFECT) I am looking for an opportunity to come into a company like SSP and work as hard as I can, learn as much as I can…and maybe, just maybe…I can turn this into the career that I am seeking. This is why I wanted to come down and introduce myself…"

MUST HAVE THE AVAILABILITY THAT THEY NEED…OPEN AVAILABILITY PEOPLE GET HIRED FIRST

==========

LSG SKYCHEF

1449 S 23rd St.
Phoenix, AZ 85034
Cross Streets:
Near the intersection of S 23rd St and E Buckeye Rd

We deliver the taste of the world. As an in-flight services provider, our job is to make sure that with our help airlines can offer passengers an outstanding onboard experience that is unique and absolutely loyal to their brand values. But there is more to what we do. We want to make the in-flight side of our customers' operations less complicated by partnering with them and building the best possible solution.

If you are interested in hourly employment or temporary jobs, please directly contact your local LSG Sky Chefs customer service center to apply.

STUDYGUIDE FOR GETTING A JOB!

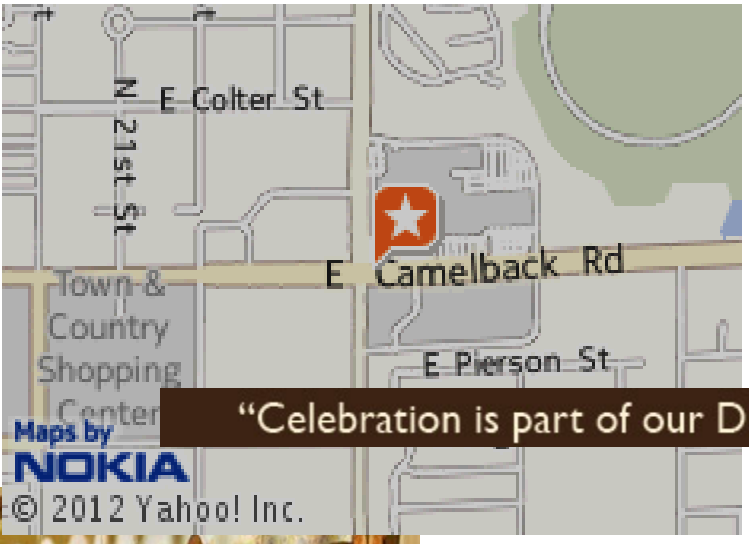
CHEESECAKE FACTORY

2402E **Camelback** Rd.

Ste **101, Phoenix, AZ 85016**

Please apply online by

visiting: cakecareers.com



The Cheesecake Factory

"Celebration is part of our DNA"

Our Success comes from adding the right "ingredients," which are amazing people who foster an environment of collaboration and fun. (We stress the fun!) Come and see why people all over the world are drawn to The Cheesecake Factory.

WATCH THE VIDEO HERE:

http://ww3.cakecareers.com/cheesecakecc/

THIS IS A VIRTUAL WALK THROUGH BY

Come Share In Our Success

We have many exciting & rewarding career opportunities for leaders who share the belief that innovation, commitment to excellence, and uncompromising quality are critical to success.

Our commitment to excellence reflects in the recognition we receive as this is the second consecutive year that we have been voted "America's Best Chain Restaurant" as reported by Forbes.

STATION...STUDY THIS CLOSELY ...TAKE NOTES!

http://www.thecheesecakefactory.com/restaurant/restaurant#restaurant

SEE THE NEW MENUS HERE…BIG NEWS!

http://www.thecheesecakefactory.com/chefsCornerLanding/chefscornerLanding

REMEMBER…THIS IS ALL IMPORTANT STUFF!

KNOWING THIS STUFF MEANS THE DIFFERENCE BETWEEN "YOU ARE HIRED!" AND "THANK YOU BUT, WE WILL LET YOU KNOW!"WHO IS BOB OKURA?

To try a home-style version of one of Chef Bob's most popular Sunday Brunch recipes:
http://www.thecheesecakefactory.com/chefscorner/recipes/french_toast_napoleon

==========

The Cheesecake Factory "Celebration is part of our DNA"

SCHEDULING: We offer flexible schedules around your needs. The more open your availability is, the more hours we can give you! We are open year round and most holidays, so you will be needed weekends, Sunday brunches, holidays and/or other peak periods.

TRAINING: If you're familiar with The Cheesecake Factory, you know about our extensive menu and service standards – and as a staff member, you will be trained and quizzed along the way! If you're in a tipped position, it may take a couple of weeks before you earn you own station on the floor. But it will be worth it as you will be able to provide exceptional service to our guests.

PAY PERIODS: Our pay periods are based on a two-week cycle.

CERTIFICATIONS, LICENSES AND PERMITS: If the position you are applying for requires a certification, license or permit, we will need you to have one before you start working with us…*AKA…Food handler's card after hired but before you start training.*

APPEARANCE AND GROOMING: We have very high grooming and appearance standards! If you're in a guest-facing position, we don't allow visible tattoos, nose, tongue or facial piercings, or extreme styles of jewelry, hair, makeup or clothing. In compliance with many jurisdictions (and for the health of others) many of our Cheesecake Factory restaurants are non-smoking environments.

We hope that this information answers some of your questions and helps reinforce your enthusiasm about joining our team!

A NEED TO WATCH VIDEO…

- You will be asked if you watched this…
- This a must watch before you go for an interview.
- Some people were asked to watch these and then come back.
- Here you see where knowledge is the key to getting these jobs! unless your uncle is the manager…get it?

http://www.thecheesecakefactory.com/careersLanding/careersLanding

THE APPLICATION STARTS HERE:

http://www.thecheesecakefactory.com/careers/careerOpportunities/restaurantHourly/restaurantHourlyCareers

Online Application is not Mobile Device Compatible

Here are the Requirements and Working Conditions from the employer:

• 3 months' work experience preferred. Preferred means just that. If you have professional experience, then please do talk about that…even if you did not do that as a primary duty. They didn't ask you that! Unless they say professional experience…have you ever washed a dish, a pot or a pan in your life?

Unless you grew up with maids and the likes, the correct answer is "I have been doing this all my life."

FOR VETERANS, REMEMBER KP?

That actually is professional experience in a high volume, fast pace commercial kitchen. The correct answer is "I did that in the Army." How long were in the Army? 2-3-4 or 10+ years?

That is the level of your experience.

• Ability to work positively in a fast-paced environment.
Have you ever working in a fast pace, high volume setting? Did they ask if that was in a kitchen? Read the question carefully and answer it directly.
• Ability to be on your feet and alert for extended periods of time.
Did you ever stand up or walk around in your previous jobs? Thought so!
• Ability to work effectively within a team.
Ever work on a team? Thought so! Even when I am by myself, I am still part of a larger team.
• Ability to lift up to 50 lbs. as needed.
Can you? Have you ever had to move anything in your previous jobs?
• Ability to work in elevated temperatures and a wet environment.
Can you? Did you? Did you work outside in the heat or cold? Ever work in an office without air condition?
• Continuous use of hands and arms.
Can you? Have you? Explain.
• Continuous bending, reaching and twisting.
Can you? Have you? Explain.
You can now see that if you have lived a normal life, you qualify to be a dishwasher at the cheesecake Factory. You need to connect these dots.

Do you expect the employer to see the connections?

It is your job at this part of the process to do that. If you do, you get hired. If not, you will hear a lot of "Thanks very much...we will let you know."

AS THE OLD MAN USE TO SAY...

Not every day so you get the cheat sheet directly from the employer. BUMMER! That could really hurt your efforts and might force you to try to recreate the wheel to make your application. This is a real BUMMER unless you are a regular reader of the Used Job Shack and if you are, then you already know what we are about to say...RULE NUMBER 4 – ONET APPLICATION.

http://www.onetonline.org/

WHAT ELSE CAN WE DO TO MAKE THIS A SLAM DUNK FOR YOU GETTING A JOB HERE?

Every company has their own create sheet that they use to guide their interviewers through the interview. WELL!
We are not saying that we have this but, we so have something that works pretty well as that. Take a look and make sure that you have answers to these questions. STUDY THIS and PLEASE!!!! Start studying the menu. The learning of the menu is the critical key to help you get the job but, more importantly, it will mean the difference between keeping the job and getting fired! This is an insider's word to the wise (SEE THE FOLLOW UP SECTION).

Interviewer's review sheet

INTERVIEWER REVIEW SHEET POSITION APPLYING FOR: _____

APPLICANT NAME: _____

GREETINGS & INTRODUCTION

Take a moment to greet the candidate and thank them for taking the time to meet with you. Introduce yourself.

APPLICATION REVIEW

REVIEW THE CANDIDATE'S APPLICATION AND/OR THEIR RESUME

WAS THE APPLICATION FILLED OUT COMPLETELY (CONTACT INFO PROVIDED)? YES NO

DID THE APPLICANT'S JOB TITLES MATCH THE JOB BEING APPLIED FOR? YES NO

DID THE APPLICANT'S JOB DESCRIPTION RELATE TO THE JOB APPLIED FOR? YES NO

WHAT WAS MISSING:

_____

_____

_____

APPLICANT REVIEW

Dress should be AZ Casual or above. This needs to be "going to work" clothes not "going to the club" or "hanging out at the park" style(s) of fashion.

DID THE APPLICANT DISPLAY AN APPROPRIATE LEVEL OF PROFESSIONALISM (ATTIRE/PROFESSIONAL IMAGE)? YES NO

DID THE APPLICANT DISPLAY A POSITIVE, ANIMATED, UPBEAT, ENERGETIC PERSONALITY? YES NO

DID THE APPLICANT DISPLAY GOOD COMMUNICATIVE SKILLS (NOT TALKING TOO QUICKLY, TOO SLOWLY, TOO MUCH)? YES NO

WOULD THEY FIT INTO A HEAVILY, TEAM-ORIENTED ENVIRONMENT? YES NO

WAS THE APPLICANT POLITE AND COURTEOUS (SHAKE HAND, SAYS THANK YOU FOR MEETING WITH THEM, ETC...)? YES NO

DID THE APPLICANT SOUND ARTICULATE AND PROFESSIONAL (REFRAIN FROM USING SLANG/JARGON, ETC....)? YES NO

WAS THE APPLICANT ENGAGED WITH THE INTERVIEW (LISTENING CAREFULLY, ASKING QUESTIONS)? YES NO

COMMENTS:

_____
_____
_____
_____

KNOWLEDGE ON COMPANY

WHAT DO THEY KNOW ABOUT OUR COMPANY? YES NO

_____
_____
_____

HAVE THEY BEEN TO OUR WEBSITE? YES NO

DO THEY KNOW WHO BOB OKURA IS? YES NO

DID THEY WATCH OUR VIRTUAL VIDEO? YES NO

WHAT WAS THEIR UNDERSTANDING OF HOW OUR STATIONS WORK?

_____

_____

_____

WHAT WAS THEIR FAVORITE CHEF BOB RECIPE?

_____

_____

_____

ASK SEVERAL QUESTIONS FROM THE MENU...AKA..."This is my first visit...what would you recommend? THEN ASK THEM WHY.

_____

_____

_____

Did they ask you any questions as to what you liked or did they just recommend?
YES NO
WHAT DID THEY ASK:

_____

_____

_____

DIRECT QUESTIONS ON EXPERIENCE:

Do you share OUR passions for cooking and serving? In what way(s)?

_____

_____

_____

_____

Can you explain how that has had an effect upon the quality of your effort at work?

_____

_____

_____

Do you have direct, prior experience in the industry? YES NO
Related industry?

_____

_____

DID THEY MAKE A GOOD CONNECTION BETWEEN WHAT THEY HAVE DONE AND THE JOB APPLIED FOR? YES NO

_____

_____

_____

INTERVIEWER NOTE: DEPENDING UPON POSITION: COOKING:

Do you have 6months to a year of work experience? YES NO

Do you have a specialty? YES NO

Do you know what restaurants that they are cooking for? YES NO

How and why would you be good at a specific restaurant or better still in all around cooking?

_____

_____

DEPENDING UPON POSITION.CASHIERING/HOST

Can you operate a POS (point-of-sales) cash register? YES NO

Do you have good cash handling skills? YES NO

How good are you on handling/dealing with complaints? YES NO

Would the airport be an exciting place to work? YES NO

If so, please explain why.

_____

_____

Are you a people person? YES NO

Do you enjoy and work well in a constantly changing setting? YES NO

Can you work under pressure? YES NO

Please give me an example or two that demonstrated this.

_____

_____

_____

What does customer service mean to you and how do you make that a part of how you do your job?

_____

_____

_____

What is your concept of team work and how does this affect your daily work?

_____

_____

_____

DO you have an example in how team work made the difference at being successful?

_____

_____

_____

INTERVIEWER IMPRESSION AND/OR SUGGESTIONS:

_____
_____
_____
_____
_____
_____
_____

USED JOB SHACK INSIDER…CHEESECAKE FACTORY…

Server Interview - I applied in-person and the process took 2 days

Interview Details – When I first entered the restaurant I dressed to impress. I asked the host for an application and I sat in the front to fill the app out. Once I completed it I asked to speak with a manager. It took about 5 minutes for a manager to come and meet me. She interviewed me for about 5-10 min. then had me wait. I then met with another manager who asked me another series of questions. He shook my hand and said they would be in contact if interested. I got a call later that evening to set up a meeting with the GM. I met with the GM the next day and got hired on the spot. I then started training a few days later with a large class of people.

Interview Question –

- Why do you want to work for Cheesecake Factory and not another competitor?

Server Interview - I applied online

Interview Details – Ad on Craigslist, very lengthy questionnaire, personality test that is over 100 questions that has to be finished right after you begin. A mini IQ (kind of test) that has a lot of math questions.
Interview Question – During interview was asked

- How would you handle a disaster at all of the tables I was serving?

Cashier Interview - I applied through other source & the process took 2 days

Interview Details – -online application -the next day I took a copy of my resume into the restaurant and asked for a manager -he printed off my online app and interviewed me right then -my second interview is tomorrow -I'm very excited & sure of a positive outcome
Interview Question –

- Why did you have a lot of jobs (4 listed on my resume)?

Hostess Interview - I applied online and the process took 4+ weeks

Interview Details – I filled out an application online that was very confusing and has tests that have nothing to do with the job. I then got a call and was interviewed over the phone and then asked to come in for another interview. I went to the interview and the person that was supposed to be interviewing me wasn't even there. I waited and was then interviewed by another manager and asked to come back for another interview. Finally i was offered the job.
Interview Question – There was a lot of mathematical testing. It was unexpected because I am a host and don't have to use math at all.

Server Interview - I applied in-person and the process took 1 week

Interview Details – Since I had applied once before at The Cheesecake Factory, I knew that the hiring for servers is done in large groups and only at certain times of the year. I happened to find a listing and applied again, and soon got a call back. After interviewing with the General Manager, I had another interview that covered the personality test and details on when classes would be and what to wear. Everything went smoothly and it was more difficult than a typical serving job, but not more complicated than other jobs.
Interview Question –

- What previous management experience do you feel you have?

Kitchen Prep Interview - I applied online and the process took 5 days

Interview Details – A listing was made on Craigslist for Kitchen Prep positions. Through this listing, I applied on the Cheesecake Factory online website and heard back about 4 days later from the Kitchen Manager. We set up an interview for the next day at 1:30.

Coming to the location, all the workers I met were very friendly. I came early, informed the host about my interview, and the interviewer came out and acknowledged me right on time. He told me to take a seat in the bar area while he got a copy of my application, and a waitress shortly served me a glass of water, let me know my interview would start promptly, and told me to let her know if I preferred anything else than water. Wow- such a professional and friendly vibe, employees are really on top of things here.

Within five minutes, the interviewer came to my table to interview me, accompanied with another person. Neither of these men were the kitchen manager that called me in.

The interviewer was actually the head chef and the man accompanying him was the trainer that was just shadowing the interview so he would where he needed to train me.

It was a relatively short interview, about ten or fifteen minutes, that consisted mostly of simple questions related to previous restaurant experience. The interviewer also was very concerned on the ability to handle fast-paced, high-volume work at all times.

After the interview, the men went to go consult with the Kitchen Manager to make a decision regarding if they will make the next step in the process, which would have been an interview with the Kitchen Manager. The first interviewer returned in about five minutes and let me know that they were very interested in my experience in a bakery, but could not offer me the Kitchen Prep position they were looking to fill because the experience did not relate enough. The interviewer did let me know that if any positions in the bakery or positions that were more applicable to my experience opened up, they would give me a call.

Interview Question –

- What was your favorite item you made? And can you please explain how you made it?

Salad, Slicer Prep Cook Interview - I applied online -process took 5 days

Interview Details – the hiring process is pretty well set up. You have to take like two interviews when i got hired but i think it's a little longer know. But they ask you a lot about yourself and where you see yourself years from then and how do

you see yourself doing years down the line from working there! Next you'll have to go over a video of all the safety procedures and the work environment which is like an hour long then after you finish that they go over your paper work with you.
Interview Question –

- Where would do you see yourself doing years down the line with the company?

Dishwasher Interview - I applied online and the process took 3 days

Interview Details – I was recommended by a friend, and called in one or two days after applying to the restaurant which at the time was still being built. Two interviews, the first was good and the second was terrible. These were my first interviews ever. The first guy was cool, and that interview went pretty well. He asked me why I wanted to work there, if I could handle a 10 hour shift, also about a time when I overcame a tough moment. He said he would call my references and call me back.
I got called back by another manager the next day and went in for a second interview. He asked me why I wanted to work there. Then he asked me how I get pumped up, and followed that with "I need someone who..."(he couldn't find the word) then I said "is passionate". He told me he couldn't see me doing that. It was the way I talked that made him think that.
Then he asked me how I would handle 4 or 5 people telling me what to do at the same time (stress), I told him that it did not affect me because the past few semesters I had taken more units than before and I had done really good. He ended the interview 5 seconds after that. He said he would hold on to my application and call me if anything came up because they are always hiring. I did not like the second interview because the guy was just making assumptions about me and how I would perform on the job. He thought I couldn't be passionate about what I do just because I did not show it in my voice. I regret not asking him how he did it because he was talking with zero passion during the entire interview, not only that, I felt like he was talking down to me. He also assumed that I could not make it because I had not had a job yet.
Interview Question –

- How would you handle four or five people telling you what to do at the same time?

Cashier Interview - I applied in-person and the process took 3+ weeks

Interview Details – Walked in to submit a resume. The manager I spoke with called a week later to set up an interview. I came in, and met with the other 2 managers. They talked to each other while I was still there, and offered me a position in the bakery. I took the job, and training started the next week.
Interview Question – All the questions were basic interview questions.

Server at Cheesecake Factory - Accepted Offer –

Interview Details –The whole process of getting the interview is a lot more difficult than the actual interview. The Cheesecake Factory only hires new employees in groups -- usually around March and May. You apply online by taking a personality and a basic I.Q. test after getting through your tests; you then get to fill out basic information about yourself. The online application as a whole can take up to two hours, so be prepared to spend some time on the application. If they're interested, a manager will more than likely contact you within three days and have you come in for an interview the next day. If you get called back to get an interview, just remember to dress really professionally!
The Cheesecake Factory focuses on how professional employees look, so just put on your business attire and walk in with a smile -- they love smiles. If you do end up applying, good luck! (:
Interview Question –They ask basic questions like:

- Why do you want to work at the Cheesecake Factory?

PLEASE DO NOT MENTION ANYTHING ABOUT MAKING A LOT OF MONEY, BECAUSE THAT WILL ALMOST GUARANTEE A NO-OFFER FROM THEM

- How would you respond to an unhappy guest?
- How would you deal with an angry coworker?
- Do you see yourself as a responsible person?

Negotiation Details –There really is no negotiating while accepting a server position. You will get paid minimum wage, but will definitely make a decent amount of tips.

Hostess at Cheesecake Factory - Accepted Offer

Interview Details –I had two different interviews. The first was about twenty minutes with a manager who then scheduled another interview with him and the GM. The next interview lasted about an hour.

IT WAS MOSTLY BEHAVIORAL QUESTIONS SUCH AS:

- What does being a leader mean to you?
- Describe a time when you went above and beyond for a guest.
- Describe a time when you had to handle a conflict/disagreement in a group work setting.

Food Server at Cheesecake Factory - Accepted Offer –

Interview Details –The online application process seriously took longer than all of my interviews put together! Not even 24 hours after I filled out an application online, I got a call from a manager and she asked me to come in later that day. I was shocked! I had filled out applications to a bunch of other places months ago and had never heard back. When I got there I met up with the same woman who had called me, and her interview was literally only five minutes long! After that, she called over the general manager and he sat down and talked to me for maybe 15 minutes and then hired me on the spot! Both the manager and the general manager were very kind and seemed to really want to get to know me as a person before they made their employment offer.
Interview Question –All of the questions were simple ones like:

- Why do you want to work at this Cheesecake Factory?
- Why did you have to leave your prior employer?

Line Cook at Cheesecake Factory - Accepted Offer

Interview Details – The interview process was very quick. It was during a mass hire. I filled my application and didn't know there was a current interview process so I figured I might as well wait. i waited about an hour and I was called to speak with the Executive Kitchen Manager, at the time I didn't know what his position was, and he asked me some questions like what I expected at the cheesecake factory and whether I wanted to do pizzas (previous experience) .
Eventually I got hired on the spot.
Interview Questions

- What type of dressings do you know?
- What makes someone a great chef

Hostess at Cheesecake Factory - Accepted Offer

Interview Details –the interview was very relaxed and easygoing. I was asked the routine interview questions, and the managers we're very friendly, and made me feel comfortable during my interview.
Interview Question –

- WHAT DO YOU KNOW ABOUT THE CHEESECAKE FACTORY?

Server at Cheesecake Factory - Accepted Offer

Interview Details –3 interview processes. First interview was a phone interview through which I had to convince the General Manager I was worth interviewing in person. Second interview was with a different manager. Questions such as "how positive are you" were asked. This is definitely importance as no one wants to work with a grumpy co-worker.

Also, they seemed interested to really get to know you to see if you'd be a good match for the company. I don't want to give too much detail because then it'd be easy to fake your way into the door.

Personally, I only want to work with other people who are genuinely positive. Just be honest. If you're a great match, they will hire you. If you aren't a great match, then you're going to hate it here anyway because you can only act for so long.

Interview Question –

- What are the challenges you've had to face with your most recent serving job? They do want you to be as specific and detailed as possible. They want to know how much you've already had to put up with before getting to the Cheesecake Factory. Be honest. They know you've had to put up with a lot.

AFTER GETTING HIRED...

THE PROCESS DOES NOT END...

Newly hired servers work a mandatory 3 week training leading up to final exam on the following:

- FOOD & BEVERAGE STEPS OF SERVICE
- FOOD INGREDIENTS
- TABLE MAINTENANCE
- ORCHESTRATION/TIMING

A server at the Cheesecake Factory must score ____ or more on the 400 item menu exam in order to work on the floor.

Your training will take you about 3 weeks to complete and the menu test are hard and will take a lot of studying.

A server at the Cheesecake Factory?

I just got a job at the cheesecake factory as a server and I would love to know what it's been like! What did you like about it?! What tips could you give me? I am freaking out about the 5 day training which my manager said was intense and stressful. There are apparently 150 food items that I have to memorize and 2

extensive and detailed tests which you have to pass with a 90%, otherwise you lose your job...

ANSWER 1:

I took a class in Meeting Planning and had to memorize AIRPORT CODES!! Some don't make sense, like Chicago O'Hare is ORD. I made flash cards for them, and carried them everywhere I went. Any time I was standing in line or whatever I busted them out & went through them. I aced the test, only got a handful wrong.

I recently got a serving job in an Italian restaurant & was unfamiliar with some of the menu items, so I made flash cards. I told another server, thinking he would laugh at me and he said "I did that!" IT WORKS!!

Go through the menu & make flashcards out of whatever you think you may have a problem with.

As far as the training, do what your server tells you, try to get in as much computer time as possible (see if you can enter her orders), and ask lots of questions. TAKE NOTES. For me, once I write it down, I remember it, and you can always refer to that later. Good Luck! I hear CF is a great place to work!!

NOTE: THERE ARE SEVERAL PLACES THAT SELL PRE-MADE FLASH CARDS –

As we don't know these companies first hand...can't recommend them. Yahoo search flash cards for CF Server Test. HERE IS SOME FOR FREE:

http://www.proprofs.com/flashcards/story.php?title=cheesecake-menu
http://www.cram.com/cards/cheesecake-factory-229420

==========

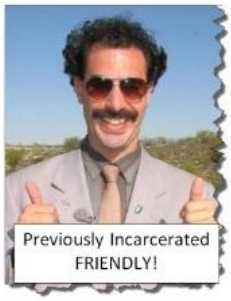
Together We Make the Difference…”

http://www.macayo.com/menu/menu.php?l=

ALWAYS STUDY THEIR MENU BEFORE YOU APPLY!

http://www.macayo.com/

COMPANION GUIDE TO WORKING IN DOWNTOWN PHOENIX



http://www.slideshare.net/fredgwest1999/25-septa

Over 100 Restaurants & Stores - all have the same standard: NOTE: NO FRAUDS, THEFT, NO VIOLENT CRIMES NOR SO's. ALL OTHERS will be reviewed based upon the age, nature of the crime and if it related to the job applied for.

==========

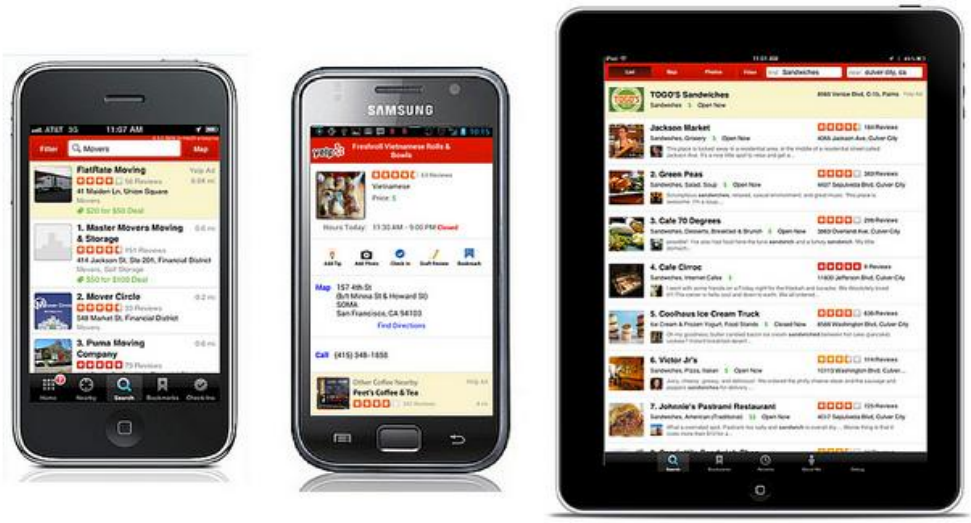
SUBWAY - 2835 N. 16th St CALLING ALL SANDWICH ARTIST

AVAILABILITY AND DESIRE ARE THE KEYS TO GETTING HIRED!

Going in person while starting the conversation that you live in the neighborhood, that you have open availability and that you are impressed that the company was started by a 17-year-old with borrowed money from a friend of his family. Didn't know that did ya? This is what doing your homework means. Knowing the menu tells the manager that you will not need the two weeks of training and doesn't that make you a better applicant. Mix this with local availability and you are "golden." Get it? Feel free to come into the store and fill out an application in person as this may speed up the application process (except 10 AM – 2 PM).

==========

TIPSTER: YELP OR OTHER CONSUMER REVIEWS ARE A GREAT RESOURCE FOR TALKING POINTS.



If they have trouble with customer service, I would steer the conversation towards my strong commitment to enhancing the experience of the guests. This will get the attention of the hiring manager and make me a solution to a problem that they already know. I would NOT say that I read on Yelp that "your customer service sucks!" http://www.yelp.com/phoenix

==========

Schlotzsky's - (602) 808-9800
4445 E Thomas Rd, Phoenix, AZ 85018 –
Near Camelback East and Arcadia Crossing
http://www.schlotzskys.com/

As for local restaurant positions, please contact the Schlotzsky's nearest you to see if our franchisees "knead" great people in exchange for excellent benefits, career growth potential and training to last a lifetime. Go over between 2-4 PM with the basic knowledge as to why they are different than Subway and it's not only the menu. Impress them that you get it, that you have studied their menu and that you live in the neighborhood (10-15 minutes away). Showing them how serious you are by making a regular bi-weekly visit to remind them that you still want to work for them (if you don not get hired initially) – like you live in the neighborhood. Keep talking until they hire you or threaten you with a restraining order!

==========

USED JOB SHACK INSIDER...SCHLOTZSKY'S

Cashier Interview

Application Details: I applied and the process took 3 days –
Interview Details: I only had one interview with one of the two managers (they are a married couple). I was asked about my job experience and what I had knowledge of, as well as, if I were up for certain challenges that weren't so appealing (cleaning bathrooms). We talked about my education and how I could possibly be working while I am in college. I believe the interview itself was fairly easy I suggest using eye contact almost all of the time. If you are uncomfortable with eye contact you might not get the position because it was used the entire duration of the interview. Speak clearly and don't be nervous the managers are people you can talk to!
Interview Questions: I didn't find any of the questions asked extremely difficult or ones that caught me off guard at all.

Team Member Interview

Application Details: I applied in-person. The process took 2 weeks –
Interview Details: I put in an application at the insistence of two friends and was called about a week later. I was interviewed twice. The first interview was lead by a shift manager. She was very friendly and wanted to know how I felt about customer service. She told me exactly what she wanted to hear, and then asked a question about it, and all I had to really do in order to do well on the interview is just repeat her in other words. I made a decent first impression and felt confident about getting a call back, which I did.

The second interview was led by the general manager, but he had a way of making himself scarce even with appointments made, and I ended up forgetting some documentation. This meant that it took a fairly long time for us to follow through.
I see this problem in most new people that come for interviews during my shift. When we finally did get around to it, he was a very upbeat and energetic, and imposing person. He has a way of intimidating you into allowing him to lead the conversation, even as he's smiling and laughing and giving pep talks.
Behind the show it was clear that he had very serious expectations of me, and he took every opportunity to remind me that he ran a tight ship. But for the most part he was just screening me, I had the feeling that I had already been hired, but he wanted to know about my working habits and what I was like as a person.
If you see yourself as a professional and take your work seriously even in the food service industry, then it shouldn't be hard to find work at Schlotzsky's.
They will expect you to be self-motivated with customer service as a first priority followed by professionalism.
Interview Questions: I only vaguely recall what they asked about; I was mostly grilled on how I approached customer service. It is a very customer oriented job.
==========

Papa John's Pizza -
(602) 667-0600
4501 E Thomas Rd, Phoenix, AZ
Near Arcadia Crossing and Camelback East
http://www.papajohns.com/

Restaurant Team Member Job

Job Number: JDM20101603-81932 -

http://jobs.papajohns.com/ICE/MAP/JobDetails?st=AZ&ct=Phoenix&zip=0&dist=0&jf=0&jc=0&locid=37199&jobid=31273838&vm=2&sm=1&ii=False -

BETTER TO GO IN PERSON!!!! 2-4PM
IF YOU WANT TO GET HIRED

Use the store locate to find the venue closest to you...that's your best shot

Starbucks Coffee - (602) 952-1797
4515 E Thomas Rd, Phoenix, AZ 85018 –
Near Arcadia Crossing and Camelback East
http://www.starbucks.com/

NOTE: Barista Jobs OTHER THAN Starbucks

The Arrogant Butcher - Cityscape
2 E. Jefferson #150 Phoenix, AZ 85004
Blanco Tacos + Tequila – Biltmore Fashion Park
2502 E. Camelback Rd. Suite 122 Phoenix, AZ 85016
Blanco Tacos + Tequila – The Borgata
6166 N. Scottsdale Rd. Suite 601 Scottsdale, AZ 85253
Culinary Dropout – Scottsdale Waterfront
7135 E. Camelback Rd. Suite 125
Culinary Dropout – The Yard
5632 N 7th St. #150 Phoenix, AZ 85014
Culinary Dropout – The Yard at Farmer Arts District
149 S Farmer Ave. Tempe, AZ 85281
Flower Child
5013 N 44th St. Suite B2025B Phoenix, AZ 85018
Juby True - Scottsdale Quarter
15191 N. Scottsdale Road
Scottsdale, AZ 85254
Juby True - Arcadia
3912 E. Camelback Road
Phoenix, AZ 85018
Little Cleo's Seafood Legend – The Yard
5632 N 7th St. #120 Phoenix, AZ 85014
The Greene House – Kierland Commons
15024 N. Scottsdale Rd. #100 Scottsdale, AZ 85254
North Italia – Kierland Commons
15024 N. Scottsdale Rd. #160 Scottsdale, AZ 85254
North Italia – Arcadia
4925 N. 40th St. Phoenix, AZ 85018
Olive & Ivy – Scottsdale Waterfront
7135 E. Camelback Rd. Suite 195 Scottsdale, AZ 85251
The Henry
4455 E Camelback Rd. B100 Phoenix, AZ 85018

True Food Kitchen – Biltmore Fashion Park
2502 E. Camelback Rd. Suite 135 Phoenix, AZ 85016
True Food Kitchen – Scottsdale Quarter
15191 N. Scottsdale Rd. #100 Scottsdale, AZ 85254
Zinburger Wine & Burger Bar – Gilbert Heritage Square
344 N. Gilbert Rd. Gilbert, AZ 85234
Zinburger Wine & Burger Bar – Biltmore Fashion Park
2502 E. Camelback Dr. Suite 127 Phoenix, AZ 85016

Make the most of your future at Sodexo with career growth opportunities that consider your aspiration and needs. By meeting your hard work and ambition with abundant development opportunities, we encourage you to build your future and grow with the company.
We foster an environment where employees are friends, where the work is invigorating and satisfying, and where we share common values and a commitment to your future – your Quality of Life.

Explore job opportunities at Sodexo now.

http://www.sodexousa.com/usen/careers/find-job/Search-Jobs/search-jobs.aspx
Sodexo will require a background check and may require a drug screen for all positions. A Prior offence will not eliminate you; they will look at the age, how the offence related to the job applied for and you rehabilitation since then. Some offences are non-starters due to their work with schools/colleges and hospitals: Any domestic violence or SOs are at the top of the "we can't hire" list.

USED JOB SHACK INSIDER...SODEXO

CASHIER AT SODEXO - ACCEPTED OFFER
Interview Details: I applied in person, and did not hear back for a week or so I returned and asked if they were still hiring and he then asked if I could work that night and I said yes and began training. He knew me as a good student so I think that is why he hired me. Interview Question: None

Cook IV Interview

I applied online. The process took 3 weeks –
Interview Details: submitted resume online. prompted to fill out online assessment. set up an interview. Interviewed several time with exec chef. offered the job a week later. Started two weeks later after all the paper work was filed.

Line Cook Interview

I applied through other source. The process took 6 days
Interview Details: Answered classified ad, set up appointment for interview. Filled out corporate application. Talked with Chef/manger gave him resume and spoke about my professional experience. He informed me he was just screening applicants but that he would put my application on the short list for the site GM. Several days later I was recalled to speak with the site GM. He offered me the position and I accepted.
Interview Questions: I can't recall specifics. but I was asked some questions about culinary technique and food handling safety.

Cashier Interview

I applied in-person. The process took a day

Interview Details: Found me on campus, asked if I wanted to work part time for some spare money. I came in and filled out an application. This was before they did background checks, drug testing, or personality screening like they do now. It was much simpler then. I actually worked my first shift before I filled out an application.
Interview Questions: There was no question except how much I wanted to make and I said I wanted to make more than the on-campus positions at the school. They offered me one dollar more than that. I thought that sounded great so I accepted.

Cashier Interview

I applied in-person. The process took 2 weeks
Interview Details: It is required that you go to the Job site to fill out the application. Once that was done I received a call about a week later asking if I could come in for an interview. The interviewer was very pleasant and thorough when it came to providing information about the Company. The interview itself was about a total of 15 minutes.
Interview Questions: I didn't find any of the questions Difficult or unexpected.

Line Cook Interview

The process took a day
Interview Details: I was working through a temp agency three years later I was hired full time... after accumulated enough hours I was interviewed and then I was offered a job. The hiring process was relatively easy not too much going

back and forth having to meet multiple interviewers, because I already shown my work ability.
Interview Questions: The interview questions were not too difficult concerning customer service and quality of culinary work. Also included my work history and job availability and duration.
http://www.brinkerjobs.com/

THERE ARE 174 CURRENT OPENINGS FOR CHILI'S HERE IN AZ...

Watch the Kelly video before you go to an interview.

http://www.brinkerjobs.com/our-careers.aspx

Does working at Chili's sound like the gig for you? Apply today!
For more than 35 years Chili's Team Members serve up tasty food and a lot of fun. And there's a reason they're always having such a great time. They get all the great
perks that come with working for one of the largest casual dining chains in the country. But they also get to be a part of what makes Chili's so special — a great family atmosphere.
Chili's is a place where you can have a blast, make great money and be part of something big.

Not to mention, you'll get to help raise money at various times throughout the year for local charities and St. Jude Children's Research Hospital®.

Work Locations: Camelback-CHI 2057 E Camelback Rd, Phoenix 85016-4710
Work Locations: Metro Center-CHI 10237 N Metro Pkwy W, Phoenix 85051-1407

PULL UP A LIST ALL LOCATIONS AND ALL POSITIONS...WE JUST POSTED A FEW AS THERE WERE LIKE 38 IN PHOENIX ALONE...

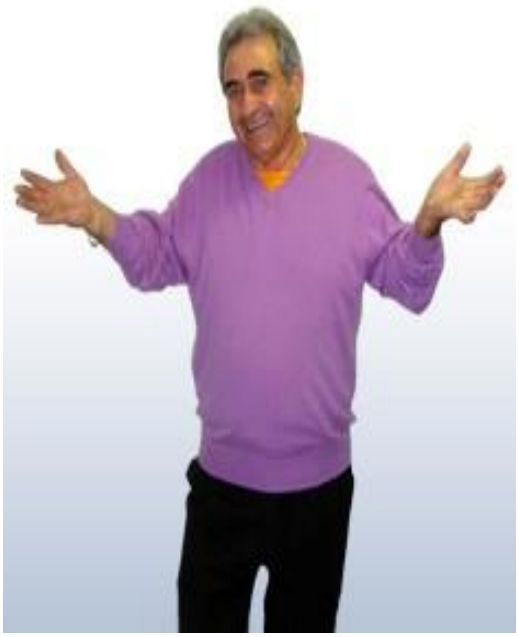
STUDY THE MENU: KNOW THE COMBINATIONS AND SPECIAL DEALS...

"I have limited funds...what would be the best meal for my budget? And why?" This is an interview question. http://www.chilis.com/EN/Pages/menu.aspx

TIPSTER: This Company gives you NO idea as to what skill levels you need to get hired. Look up a similar company and use COMMON SENSE to see if you qualify. Also, apply only to locations that you are willing to or are able to easily get to on a daily basis. Then, prove that to the employer by visiting them between 2-4PM weekdays.

Ralph's Snack Bar – *4501 West Van Buren, Phoenix, Arizona*

Hello, I am Ralph Colella, Founder and President of Ralph's Snack Bar Mobile Catering. We are a family owned and operated business serving the Phoenix Metropolitan area since 1973.



WE ARE LOOKING FOR INDEPENDENT CONTRACTOR DRIVERS

The work is very fast paced and socially interactive. Managerial and people skills are required. Previous experience in food trucks or management in the food industry such as restaurants or catering is preferred as well as cash handling and credit card transaction skills.

The work is very fast paced and socially interactive. Managerial and people skills are required. Previous experience in food trucks or management in the food industry such as restaurants or catering is preferred as well as cash handling and credit card transaction skills.

This is a great opportunity to participate in the growing popularity of the trending food truck phenomenon with the valley's largest food truck operator.

You must have a valid Arizona Driver's License. Profits are based on route complexity and experience. Hours are generally M-F 4AM to 2PM.
Apply in person with your Motor Vehicle Report (MVR).DID YA KNOW? Our menu will show you that we are more than just a snack truck. We offer Full Meals for Breakfast, Lunch and Dinner...American, Mexican, Italian and Deli Entrees, Healthy Selections such as Salads and daily specials, including a large variety of beverages and snacks. All this food comes to you at an affordable price.
http://www.ralphssnackbar.com/menu.asp
Apply in person at Ralph's Snack Bar

I'M SORRY!

ALL THE DAILY JOB BOOKS WERE GONE!
GONE, I SAY…
NOT ONE WAS LEFT!

BUMMER!

I know that they put 100's of new jobs mixed with all the newest tips and Secret Insider INTEL!

But I tell you… **THEY WERE ALL GONE! WHAT TO DO?**

HOLD IT CAMPERS!

There is no need to despair! The answer is so simple. They have an easy to use 24/7 job board with even more postings than the daily books. Everything is hot linked and by clicking on search you will see all the jobs including the newest and badest…
http://www.linkedin.com/groups?gid=4550443&trk=hb_side_g

Wait…that is not all. There is no need to ever be without the newest job book because they are all e-books and they are posted on an archival website where you can go back and re-read all the many tips and methods that will help us go back to work…
http://www.slideshare.net/fredgwest1999

AUNTIE SUE AND UNCLE BOB
USED JOB SHACK
THE ORIGINAL DAILY JOB BOOK OF REAL JOBS FOR REAL WORKING PEOPLE
wwwg productions Ltd. - ALL RIGHTS RESERVED 1990-2035 CE
E-BOOK EDITION
PUBLISHED EVERY TUESDAY, WEDNESDAY, THURSDAY & SOME FRIDAY SPECIAL EDITIONS

YOU HAVE NOTHING TO LOSE EXCEPT UNEMPLOYMENT!